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21 **UNITED STATES DISTRICT COURT**
22 **CENTRAL DISTRICT OF CALIFORNIA**

23 HAMID BOLOOKI, individually and
24 on behalf of all others similarly situated,

Case No.: 2:22-cv-04252

25 Plaintiff,

CLASS ACTION COMPLAINT

26 v.

JURY TRIAL DEMANDED

27 HONDA MOTOR COMPANY
LIMITED, and AMERICAN HONDA
MOTOR CO., INC.,

28 Defendants.

1 Plaintiff Hamid Bolooki, individually and on behalf of the other members of the
2 below-defined Florida and nationwide classes (collectively, the “Class”), hereby
3 alleges against Defendants Honda Motor Company Limited and American Honda
4 Motor Co., Inc. (collectively, “Honda” or “Defendants”), upon personal knowledge as
5 to himself and his own acts, and as to all other matters upon information and belief,
6 based upon the investigation made by the undersigned attorneys, as follows:

7 **I. NATURE OF THE CASE**

8 1. Plaintiff seeks damages and equitable relief, individually and on behalf of
9 all other Class members, for Honda’s sale and lease of Class Vehicles with an Idle Stop
10 (also referred to as “Auto Start/Stop” or “Auto Idle-stop”) feature that is unreliable and
11 exposes occupants of the Class Vehicles to great risk of bodily harm and injury.

12 2. The Class Vehicles, as that term is used herein, are the 2016-2020 model
13 year Honda Pilot, Honda Odyssey, Acura TLX, and Acura MDX vehicles equipped
14 with the Idle Stop feature.

15 3. As explained in more detail below, the Idle Stop feature automatically
16 shuts off a Class Vehicle’s engine when the brake pedal is fully applied and the vehicle
17 reaches idling revolutions per minute (“RPM”). When working properly, the Idle Stop
18 feature automatically restarts the engine when the driver releases the brake pedal or
19 when the vehicle sits for an extended period of time with auxiliary systems running (air
20 conditioning, etc.).

21 4. The Idle Stop feature in the Class Vehicles, however, is subject to sudden
22 and unexpected failure (the “Idle Stop Defect”). Specifically, although the Idle Stop
23 feature automatically activates and shuts down the Class Vehicles’ engines when the
24 brake pedal is fully applied and the vehicle is at idle, the Idle Stop feature will
25 oftentimes not automatically restart the engine when a driver takes releases the brake
26 pedal. The vehicle will, suddenly and without notice, become inoperable and
27 undriveable wherever it rests, whether at a red light or stop sign, in the middle of an
28

intersection while making a left-hand turn, or on an entrance ramp to a highway.

5. Going back to 2015, Class Vehicle owners have filed with NHTSA or posted online hundreds of complaints regarding the Idle Stop Defect. Two recurring themes in these complaints are the dangers that the Idle Stop Defect poses and Honda's failure to address the issue.

6. Despite having longstanding knowledge of the Idle Stop Defect, Honda has continued selling Class Vehicles with the Idle Stop feature, without disclosing that defect to purchasers and lessees.

7. In fact, Honda has admitted the Idle Stop Defect in service records and in a service message sent to its dealerships, where it acknowledged that the “auto idle stop [may become] inoperative,”¹ but it offers no remedy. To this day, Honda has taken no action to correct the root cause of the Idle Stop Defect.

8. Despite notice and knowledge of the Idle Stop Defect from the numerous consumer complaints it received, warranty claims and customer complaints submitted by dealers, pre-sale durability testing, National Highway Traffic Safety Administration (“NHTSA”) complaints, and its own internal records, Honda has not recalled the Class Vehicles to repair the Idle Stop Defect, extended the warranty of Class Vehicles, offered its customers a suitable repair or replacement free of charge, reimbursed consumers who incurred out-of-pocket expenses to repair the Idle Stop Defect, or compensated consumers for the diminished value caused by the Idle Stop Defect.

9. Each purchaser or lessee of a Class Vehicle unwittingly paid for a vehicle with an undisclosed and significant safety defect. Each of these purchasers and lessees were damaged in that they paid more for their Class Vehicles than they would have paid had they known about the Idle Stop Defect or in that they would not have purchased or leased their Class Vehicles at all had they been informed of the defect

¹ <https://static.nhtsa.gov/odi/tsbs/2018/MC-10142619-9999.pdf> (last visited June 17, 2022).

II. JURISDICTION AND VENUE

10. This Court has diversity jurisdiction over this action under 28 U.S.C. §§ 1332(a) and (d) because the amount in controversy for the Class exceeds \$5,000,000 and Plaintiff and one or more of the other Class members are citizens of a different state than Defendant.

11. This Court has personal jurisdiction over American Honda Motor Company, Inc. because it is a California corporation with its corporate headquarters located in this district.

12. This Court has personal jurisdiction over Honda Motor Company Ltd. because Honda Motor Company Ltd has purposefully availed itself of the privilege of doing business within California, including by marketing and selling the Class Vehicles, and exercising jurisdiction over Honda Motor Company Ltd. does not offend traditional notions of fair play and substantial justice.

13. Venue is proper in this district under 28 U.S.C. § 1391 because American Honda Motor Company, Inc. resides within this district and a substantial part of the events and omission giving rise to Plaintiff's claims occurred within this district.

III. PARTIES

A. PLAINTIFF

14. Hamid Bolooki is domiciled in Miami, Florida.

15. Mr. Bolooki owns a 2016 Honda Pilot equipped with the Idle Stop feature. Mr. Bolooki purchased his Pilot new from Braman Honda in Miami, Florida.

16. A little more than two years after purchasing his Pilot, Mr. Bolooki's vehicle began stalling due to the Idle Stop Defect. When stopped, the Pilot's engine will shut off, and when the accelerator is pressed, the engine will not automatically restart, as is intended with the Idle Stop feature. Even by continually pressing the vehicle's start button, the vehicle will not immediately restart.

17. Mr. Bolooki and his family have experienced the Idle Stop Defect over

1 twenty times

2 18. The Idle Stop Defect has endangered Mr. Bolooki and his family. It has
3 caused Mr. Bolooki and his family to be unexpectedly immobile in the middle of city
4 traffic, with vehicles driving around their stranded automobile, making egress
5 dangerous, if not impossible.

6 19. Mr. Bolooki has presented his vehicle for repair to Braman Honda in
7 Miami, Florida. Braman informed Mr. Bolooki that Honda was aware of the Idle Stop
8 Defect. The dealership, however, was unable to fix the problem. Mr. Bolooki's vehicle
9 continues to suffer from the Idle Stop Defect.

10 20. Prior to purchasing his 2016 Pilot, Mr. Bolooki spoke with a sales
11 representative at Braman Honda, saw commercials for the 2016 Pilot that promoted the
12 vehicle's safety, and saw a Monroney sticker on the vehicle at the time of purchase.
13 Honda did not disclose the Idle Stop Defect through any of these avenues.

14 21. Honda failed to disclose the Idle Stop Defect to Mr. Bolooki before he
15 purchased his vehicle, despite Honda's knowledge of the defect, and Mr. Bolooki,
16 therefore, purchased his Pilot with the incorrect understanding that it would be a safe
17 and reliable vehicle.

18 22. Had Honda disclosed the Idle Stop Defect, Mr. Bolooki would not have
19 purchased his 2016 Pilot, or certainly would have paid less for it.

20 23. The acts and actions complained of herein rise to the level of separate and
21 independent torts.

22 **B. DEFENDANTS**

23 **1. Honda Motor Company, Ltd.**

24 24. Defendant Honda Motor Company, Ltd. ("HML") is a Japanese
25 corporation, with its principal place of business at 2-1-1, Minami-Aoyama Minato-Ku,
26 107-8556 Japan, and the parent of American Honda Motor Company, Inc.

27 25. HML through its various entities (including American Honda Motor
28

1 Company), designs, manufacturers, markets, distributes, and sells Honda automobiles
2 across the United States.

3

4 **2. American Honda Motor Company, Inc.**

5 26. Defendant American Honda Motor Company, Inc. (“HMA”) is a
6 California corporation with its principal place of business in Torrance, California.

7 27. HMA is the United States sales and marketing subsidiary of, and is wholly
8 owned by, HML, and is responsible for distributing, marketing, selling, and servicing
9 Honda vehicles in the United States.

10 **IV. FACTUAL ALLEGATIONS**

11 28. Each of the Class Vehicles is equipped with a 3.5L engine, coupled with
12 a 9-speed automatic transmission, and all are equipped with the Idle Stop feature.

13 29. The Idle Stop feature is automatically activated whenever the Class
14 Vehicles are turned on. In other words, it is not a feature that Class Vehicle drivers
15 choose to activate; rather, it turns on by default.

16 30. The Idle Stop feature can be deactivated by the user, but since the feature
17 automatically reactivates with each ignition cycle, it must be manually deactivated
18 upon each use.

19 31. When operating as intended, the Idle Stop feature automatically shuts off
20 a vehicle’s engine when the vehicle is stopped and idled, such as at a stop light, and
21 automatically restarts the engine when the brake pedal is released.

22 32. According to Honda, the Idle Stop feature is intended to help maximize
23 fuel economy.

24 33. But what Honda fails to inform consumers—*and what it has never*
25 *informed consumers*—is that Idle Stop feature poses a significant safety risk in the
26 Class Vehicles.

27 34. The Idle Stop Defect causes the Class Vehicle’s engines not to restart
28

1 when the vehicles' brake pedals are released. Rather than automatically restarting, as
2 intended, the Idle Stop Defect causes the Class Vehicles to become temporarily
3 disabled and inoperable. The vehicles must be completely shut off and restarted to
4 again become drivable, often not restarting for minutes and sometimes requiring to be
5 jump started.

6 35. The Idle Stop Defect creates a serious safety risk, because it renders the
7 Class Vehicles unexpectedly inoperable without warning, preventing them from
8 moving out of the way of oncoming danger or from moving with the flow of traffic.

9 36. The Idle Stop Defect can lead, by way of example, to a Class Vehicle
10 stalling on train tracks, stalling in stop-and-go traffic on the highway, stalling while
11 waiting to merge into traffic, or stalling in the middle of an intersection while waiting
12 at a traffic light or stop sign.

13 37. As shown in consumer complaints set forth in more detail below, many
14 Class Vehicle drivers have been severely frightened by the Idle Stop Defect and are
15 seriously concerned about the risk that the defect poses to their future safety:

- 16 • “About once per week, I experience a delay in entering dense traffic
17 within short interstate merge lanes.”
- 18 • “It stops entirely, often in traffic and then you have to put car in park,
19 restart engine and then put it in drive and go again. By this time traffic
20 is already moving around you. Very dangerous and scary on freeway
21 and at intersections.”
- 22 • “You need to press the ignition button and set the vehicle in park. This
23 is very dangerous in stop and go traffic. The most recent time it
24 happened was on the freeway at a crest.”
- 25 • “I was nearly t-boned when trying to make a LH turn at a busy
26 intersection because the car had to start before accelerating.”
- 27 • “My Honda Pilot stalled in the middle of the intersection, waiting to
28 turn left, off a busy main highway, with my husband and young
 children inside. When it was safe to turn, took foot off of the brake
 and the car stalled. It took many frantic attempts to get the car to turn

1 back on to be able to move safely out of the intersection. This car has
2 placed myself and my family in danger now on multiple occasions.”

- 3
- 4 • “Most concerning is if you are in the middle of the intersection and
5 about to make a right turn, while waiting to make the turn, the vehicle
6 shuts off. Now we are stuck in the intersection with two kids on the
7 vehicle. Now oncoming traffic is either fast approaching or honking
8 because we are blocking the lane. We have been almost struck on
9 several occasions.”
 - 10 • “When I moved my foot from the brake to the accelerator, the car shut
11 off, shifted into neutral and would not start. This was on a major
12 highway. It took several minutes to start again, while I was stalled in
13 dangerous traffic.”

14 38. Because of the grave risks the Idle Stop Defect poses, a vehicle that suffers
15 from the Idle Stop Defect is not fit for its ordinary purpose and does not pass without
16 objection in the trade, and renders the Class Vehicles substantially less drivable,
17 useable, safe, and valuable. This is especially true for the Class Vehicles, which were
18 marketed as safe and reliable family vehicles.

19 39. On May 10, 2018, Honda sent a service message to its dealerships alerting
20 them about 2018 Honda Pilot and Odyssey vehicles “with a customer complaint of the
21 auto idle stop inoperative.” Honda did not identify a root cause or appropriate remedy,
22 only that it “would like to inspect the vehicle prior to you attempting a repair of any
23 kind.”

24 40. In June 2022, the National Highway Traffic Safety Administration’s
25 (“NHTSA”) Office of Defects Investigation, after receiving 221 complaints for the
26 Honda Pilot alone, opened a preliminary investigation into the Idle Stop Defect to fully
27 assess the defect’s safety related issues. (“ODI PE Report”).

28 41. As stated in the June 2022 ODI PE Report, ODI has met with Honda on
various occasions regarding the Idle Stop Defect.

42. Honda has long known of the Idle Stop Defect through, at least its
engineering knowledge, internal testing, online complaints, and the presentment of

1 vehicles for repair. The Honda dealership that sold and serviced Mr. Bolooki's Pilot
2 told him not to bring the car back for service with respect to the Idle Stop Defect.

3 43. As shown below, in the recitation of consumer complaints, consumers
4 began complaining of the Idle Stop Defect, both posting online and writing to NHTSA,
5 as early as October 2015.

6 44. Further, as the consumer complaints reveal, consumers were also bringing
7 Class Vehicles into Honda dealerships for repairs for the Idle Stop Defect as early as
8 2015.

9 45. As noted above, consumers and Class members have posted hundreds of
10 complaints with NHTSA documenting their unfortunate experiences with the Idle Stop
11 Defect.

12 46. For example, on November 10, 2015, the owner of a 2016 Honda Pilot
13 filed the following complaint with NHTSA:

I WRITE TO YOU TO CONVEY MY SAFETY CONCERNS
REGARDING A NEW HONDA 2016 PILOT. MY ATTEMPTS TO
RESOLVE MY CONCERNS WITH AMERICAN HONDA MOTOR
CO., INC. WERE MET WITH TEPID RELUCTANCE AND A
CAVALIER NEGLECTFUL ATTITUDE. 1.AT HIGH SPEEDS (55-75
MPH) THE VEHICLE OVERSTEERS AND DURING EMERGENCY
AVOIDANCE MANEUVERS BECOMES UNSTABLE. TWICE
WHILE AVOIDING DEAR² ON INTERSTATE HIGHWAYS, I HAVE
ALMOST LOST CONTROL AND WAS SERIOUSLY CONCERNED
ABOUT ROLLING THE VEHICLE OVER. I OWN AND HAVE
DRIVEN A 2003 PILOT FOR OVER 180,000 MILES AND NEVER
EXPERIENCED THIS SORT OF ISSUE. I BELIEVE THE
SUSPENSION IS INCORRECTLY DESIGNED AND THAT
UNEXPECTED AND UNNECESSARY ROLLOVERS ARE
IMMINENT. 2.THE 'AUTO IDLE OFF' FEATURE TURNS THE
ENGINE COMPLETELY OFF AT CERTAIN TIMES AND UNDER
CERTAIN CIRCUMSTANCES. IT TAKES BETWEEN 900 AND 1,300
MILLISECONDS TO RECOVER POWER TO THE WHEELS WHEN
THIS HAPPENS. UNLIKE HYBRID VEHICLES (FROM WHICH

27 28 ² All typographic and syntactical errors in these consumer complaints are identical to how they
originally appeared.

1 THIS FEATURE WAS TAKEN), THERE IS NO ALTERNATIVE
 2 ELECTRICAL MOTOR TO PROVIDE TORQUE TO THE
 3 DRIVETRAIN WHILE THE ENGINE RESTARTS AND AS A
 4 RESULT, THERE IS DELAY IN ACCELERATING. IN THE VAST
 5 MAJORITY OF TIMES, THIS IS OF NO CONSEQUENCE HOWEVER
 6 IN A SMALL FRACTION THIS DELAY INCREASES THE RISK OF
 7 COLLISION. ABOUT ONCE PER WEEK, I EXPERIENCE A DELAY
 8 IN ENTERING DENSE TRAFFIC WITHIN SHORT INTERSTATE
 9 MERGE LANES. THIS DELAY OF ABOUT ONE SECOND IS
 10 ENOUGH TO REMOVE MY MARGIN OF ERROR AND INCREASES
 11 THE RISK OF COLLISION DURING A MERGING MANEUVER.
 12 WHILE THERE IS A SWITCH TO DEFEAT THIS FEATURE, IT
 13 RESETS EVERY TIME THE VEHICLE IS TURNED OFF AND
 14 REMEMBERING TO OVERRIDE IT EVERY TIME IS
 15 INCONSISTENT WITH HUMAN MEMORY AND PERFORMANCE.³

16 56. On November 19, 2015, the owner of a 2016 Honda Pilot filed the
 17 following complaint with NHTSA:

18 TL* THE CONTACT OWNS A 2016 HONDA PILOT. THE CONTACT
 19 STATED THAT THE VEHICLE WOULD NOT START. THE
 20 VEHICLE HAD TO BE TOWED TO A HONDA DEALER WHERE
 21 THE FAILURE COULD NOT BE DIAGNOSED. THE VEHICLE WAS
 22 TAKEN BACK TO THE DEALER AND THE FAILURE REURRED
 23 SIX DAYS LATER. WHEN THE FAILURE REURRED, THE
 24 TRANSMISSION FAILURE WARNING INDICATOR
 25 ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER
 26 WHERE IT COULD NOT BE DIAGNOSED OR REPAIRED. THE
 27 VEHICLE WAS GIVEN BACK TO THE CONTACT, BUT THE
 28 VEHICLE STALLED A FEW DAYS LATER AND ALL THE
 29 WARNING INDICATORS ILLUMINATED. THE MANUFACTURER
 30 WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE
 31 WAS 900.⁴

32 57. On February 16, 2017, the owner of a 2016 Honda Pilot filed the following
 33 complaint with NHTSA:

34 VEHICLE HAS ELECTRONIC, KEYLESS PUSH BUTTON START.

35 ³ NHTSA ID 10789635

36 ⁴ NHTSA ID 10794816

1 IT ALSO HAS A FUEL, EMISSIONS FEATURE WHERE IT SHUTS
 2 DOWN WHEN THE BRAKE IS DEPRESSED, IT DOESN'T IDLE AT
 3 STOPLIGHTS AND AUTOMATICALLY STARTS WHEN LIFTING
 4 OFF THE BRAKE. I WAS DRIVING THE VEHICLE WHEN I
 5 APPROACHED A RED LIGHT. DEPRESSED BRAKE AND
 6 VEHICLE LIGHT SHOWED IDLE ASSIST AND VEHICLE ENGINE
 7 SHUT OFF. WHEN THE LIGHT TURNED GREEN, I LIFTED MY
 8 FOOT OFF THE BRAKE AND ONTO THE GAS. THE VEHICLE DID
 9 NOT START. ALL DASH LIGHTS DISPLAYED AND ALL ERROR
 10 CODES ALTERNATED ON DISPLAY. IT ALSO SHOWED VEHICLE
 11 WAS IN PARK. I TRIED TO RESTART IT AGAIN BY DEPRESSING
 12 THE BRAKE AND PUSHING THE ENGINE START BUTTON.
 13 VEHICLE WOULD NOT START AND DIALS WERE TWITCHING.
 14 TRIED SEVERAL TIMES TO START VEHICLE. THE POLICE
 15 ARRIVED AND WANTED TO PUSH THE VEHICLE TO THE SIDE
 16 OF THE ROAD SINCE IT WAS BLOCKING THE LEFT HAND LANE
 17 ON A 55 MILE AN HOUR ROAD. COULD NOT GET VEHICLE IN
 18 NEUTRAL. CALL HONDA DEALERSHIP SERVICE DEPARTMENT
 19 TO ASK HOW TO PUT VEHICLE IN NEUTRAL. THEY STATED
 20 THEY DIDN'T KNOW HOW. TOW TRUCK ARRIVED AND HAD
 21 TO DRAG VEHICLE ONTO FLAT BED TOW TRUCK. TOW TRUCK
 22 DELIVER VEHICLE TO DEALER. DEALER CHARGED BATTERY
 TO RESTART VEHICLE. THEY RAN DIAGNOSTICS AND STATED
 IT HAD NO ERROR CODE. THEY COULD NOT REPRODUCE
 ENGINE STOP AND STATED THERE WAS NO REPORT OF THIS
 HAPPENING TO ANOTHER VEHICLE. AFTER I STATED I WAS
 NERVOUS TO DRIVE THE VEHICLE AGAIN, THEY STATED
 THEY COULD KEEP VEHICLE AND DRIVE IT FOR SEVERAL
 DAYS TO SEE IF IT HAPPENED AGAIN. DRIVING CONDITIONS:
 CLEAR DAY, 30 DEGREES FAHRENHEIT. DRIVING
 APPROXIMATELY 9 MINUTES, 55 MILES PER HOUR. 14,000
 MILE, LESS THAN ONE YEAR OLD.⁵

23 58. On May 25, 2017, the owner of a 2016 Honda Pilot filed the following
 24 complaint with NHTSA:

25 ENGINE STOPS WON'T RESTART MULTIPLE WARNING LIGHT
 26 FLASHING GIVING APPEARANCE OF COMPUTER FAILURE.
 27 SECOND INCIDENT. FIRST INCIDENT DEALER SAID NO
 28

⁵ NHTSA ID 10955344

1 PROBLEM AFTER CHECKING BATTERY. SECOND INCIDENT IN
 2 TRAFFIC WHEN FAILURE OCCURRED (5/25/17 APPROX 8 A.M)
 3 BLOCKING INTERSECTION. FORTUNATELY WE WERE
 4 SLOWING TO STOP AT LIGHT. VIDEO OF DASH AVAILABLE
 TOO LARGE TO UPLOAD.⁶

5 59. On January 12, 2018, the owner of a 2018 Honda Odyssey filed the
 6 following complaint with NHTSA:

7 OUR 2018 HONDA ODYSSEY ELITE HAS A FEATURE CALLED
 8 IDLE STOP. THE FEATURE HAS MANY CRITERIA THAT MUST
 9 BE MET BEFORE IT WILL ACTIVATE. IT SHOULD JUST TURN
 10 OFF THE ENGINE WHEN THE CRITERIA HAVE BEEN MET IN AN
 11 EFFORT TO CONSERVE FUEL IN LIEU OF IDLING. WE ARE
 12 SEEING A RANDOM ISSUE WHEN THIS FEATURE ACTIVATES
 13 WHERE THE VEHICLE WILL SHUT OFF THE CAR ENTIRELY
 14 AND PLACE IT IN PARK. WE MUST MANUALLY START OUR
 15 VEHICLE AGAIN THEN PLACE IT BACK IN DRIVE TO PROCEED.
 16 WE'VE HAD IT HAPPEN THREE TIMES. ALL HAVE TAKEN
 17 PLACE AT STOP LIGHTS FOLLOWING A COMPLETE STOP. THE
 18 MOST RECENT OCCURRENCE TOOK PLACE AT A STOP LIGHT
 19 AFTER LEAVING THE HIGHWAY. I'M CONCERNED WE WILL BE
 20 REAR ENDED DUE TO OUR VEHICLE BEING DISABLED AT AN
 21 INTERSECTION. IT'S CURRENTLY AT THE DEALERSHIP FOR
 22 THE FIFTH TIME (MULTIPLE ISSUES WITH THIS VEHICLE) TO
 23 HOPEFULLY FIND A SOLUTION.⁷

24 60. On July 17, 2018, the owner of a 2016 Honda Pilot filed the following
 25 complaint with NHTSA:

26 THE CAR STALLS INTERMITTENTLY WHEN AUTO IDLE STOP
 27 IS ENGAGED AND CAR IS STATIONARY. INSTEAD OF THE
 28 ENGINE STARTING UP AGAIN AFTER TAKE FOOT OFF THE
 BRAKE AND PRESS THE GAS PEDAL, THE CAR STALLS
 COMPLETELY AND HAVE TO PUT THE CAR IN PARK, PRESS
 THE BRAKE PEDAL AND PUSH THE START BUTTON TO GET IT
 ON AGAIN. SOMETIMES HAVE TO TRY SEVERAL TIMES
 BEFORE CAR RESTARTS. DEALER HAS BEEN UNABLE TO FIND

⁶ NHTSA ID 10991579

⁷ NHTSA ID 11062395

1 ANYTHING OR REPLICATE PROBLEM. FIRST REPORTED TO
 2 DEALER OCT. 2017, DID SOFTWARE UPDATE, BUT HAPPENED
 3 AGAIN JUNE AND JULY.⁸

4 61. On April 25, 2018, the owner of a 2016 Honda Pilot filed the following
 5 complaint with NHTSA:

6 ABOUT 4 MONTHS AGO I WAS AT A STOPLIGHT, MY ENGINE
 7 SHUT DOWN, AS IT WAS SUPPOSED TO WITH THE 'AUTO IDLE
 8 STOP' FUNCTION. IT IS SUPPOSED TO START BACK UP WHEN
 9 YOU TAKE YOUR FOOT OFF THE BRAKE, BUT THIS TIME THE
 10 CAR STALLED. IT STALLED MANY TIMES AFTER THIS AND IT
 11 WAS ALWAYS UNEXPECTED AND SCARY. I TOOK IT INTO MY
 12 DEALER ON JUNE 6, 2018 AND THEY SAID THEY COULD SEE
 13 THAT THEY COULD SEE IN THE COMPUTER THAT IT STALLED
 14 A FEW TIMES, BUT COULD NOT REPRODUCE THE PROBLEM
 15 WHILE TEST DRIVING IT. THEY DID A RESET ON THE
 16 ELECTRONICS. THAT DID NOTHING. I STALLED A WHILE
 17 AFTER I LEFT THE SHOP. I STALLED MANY MORE TIMES
 18 AFTER THAT. IT DOES HAVE AN OVERRIDE TO THIS 'AUTO
 19 IDLE STOP' SYSTEM, BUT YOU HAVE TO ALWAYS REMEMBER
 20 TO PUSH THE BUTTON AND IF I FORGOT AND THE CAR WAS IN
 21 'AUTO IDLE STOP' MODE AND I PUSHED THE BUTTON, MANY
 22 TIMES THE CAR WOULD STALL. I NOW ALSO HAVE A
 23 PROBLEM STARTING THE CAR. WHEN I PUSH THE START
 24 BUTTON, MANY TIMES THE ENGINE WON'T START. I HAVE TO
 25 PUSH IT 3-4 TIMES TO GET IT TO START. THIS MAKES MY
 26 STALLING EVEN MORE DANGEROUS, AS IF IT WAS NOT
 27 DANGEROUS ENOUGH, BECAUSE IT WILL TAKE ME MUCH
 28 LONGER TO START THE CAR FROM A STALL. I CAN IMAGINE
 BEING IN SITUATIONS WHERE I WOULD HAVE TO BE ABLE TO
 GET OUT A SITUATION QUICKLY AND IF I STALL I WOULD NOT
 BE ABLE TO. IF I AM ON A FREEWAY AND STALL IN HEAVY
 TRAFFIC, OR STALLING ON TRAIN TRACKS IF I AM IN HEAVY
 TRAFFIC AND I HAPPEN TO BE THE CAR LEFT ON THE TRACKS
 AND CAN'T START. OR IF A CAR OR OBJECT IS HEADING
 TOWARDS ME AND WILL CRASH INTO ME AND I CAN AVOID
 IT BE SPEEDING AWAY. IF I STALL I CAN'T. HERE IS A THREAD
 FROM A HONDA PILOT FORUM WITH MANY OWNERS WITH

⁸ NHTSA ID 11111894

1 THE SAME PROBLEM.

2 HTTPS://WWW.PILOTEERS.ORG/FORUMS/114-2016-THIRD-
3 GENERATION-PILOT/157005-ELITE-SHUTS-OFF-STOP-
4 LIGHT.HTML NOT ONE OF THEM HAS HAD IT FIXED BY THERE
5 REPAIR SHOP. MY CAR HAS BEEN IN THE SHOP FOR THE 2ND
TIME SINCE AUGUST 8, 2018.⁹

62. On August 13, 2018, the owner of a 2016 Honda Pilot filed the following
7 complaint with NHTSA:

8 THE CAR CONTINUALLY STALLS AT RED LIGHTS AND OTHER
9 FULL STOPS AFTER THE “AUTO-SHUTOFF” ENGAGES. THE CAR
10 FAILS TO RESTART AND RESULTS IN DANGEROUS
11 SITUATIONS IN HIGH TRAFFIC AREAS IN THE CITY. THE CAR
12 CAN NOT BE MOVED EASILY BECAUSE IT BECOMES
13 COMPLETELY UNRESPONSIVE, EVEN DISABLING THE
FLASHERS. IT HAS HAPPENED REPEATEDLY.¹⁰

13. On October 18, 2018, the owner of a 2016 Honda Pilot filed the following
14 complaint with NHTSA:

15 VEHICLE TURNS OFF COMPLETELY WHEN AUTO OFF
16 FEATURE ENGAGES WHILE IN A STOPPED CONDITION. ON
17 TWO OCCASIONS, VEHICLE REFUSED TO RESTART FOR
18 SEVERAL MINUTES. THE FIRST TIME, THE VEHICLE
19 RESTARTED AFTER 2-3 MINUTES, THE SECOND TIME IT
20 HAPPENED, CAR WOULD NOT RESTART UNTIL 10-15 MIN
21 AFTER THE OCCURRENCE. DURING BOTH OCCURRENCES, I
22 WAS IN A STOP CONDITION WITH FOOT ON THE BRAKE,
23 VEHICLE IN DRIVE. DEALER SAYS BATTERY TESTS FINE AND
24 CANNOT REPLICATE THE ISSUE, BUT I KNOW THERE ARE
25 OTHERS EXPERIENCING SAME PROBLEM. THIS IS A MAJOR
26 SAFETY ISSUE. ONLY OUT OF SHEAR LUCK, IT HAPPENED TO
ME WHILE AT A RESIDENTIAL GATE KEY PAD PUNCHING IN
THE CODE, AND THEN TODAY WHILE IN THE DRIVE THRU OF
A FAST FOOD PLACE. IF THIS WOULD HAPPEN ON A BUSY
STREET, AT A BUSY INTERSECTION, WHILE SITTING IN
STANDSTILL TRAFFIC ON INTERSTATE, ETC, IT COULD BE

27 ⁹ NHTSA ID 11120858

28 ¹⁰ NHTSA ID 11119604

1 EXTREMELY DANGEROUS.¹¹

2 64. On September 23, 2018, the owner of a 2016 Honda Pilot filed the
3 following complaint with NHTSA:

4 AUTO STOP MALFUNCTION FIRST YEAR OF OWNING THE
5 PILOT ELITE, THE AUTO STOP FUNCTION WORKED AND
6 WOULD RESTART AFTER COMING TO A STOP. BY THE SECOND
7 YEAR, AFTER COMING TO A STOP IN CITY TRAFFIC AND
8 ENGINE IS SUPPOSED TO COME BACK ON, IT STALLS AND
9 SHUTS OFF AND NEEDS TO BE SHIFTED TO NEUTRAL AND
10 THEN RESTART ENGINE. HAVE TAKEN THE CAR FOR
11 SERVICES SINCE HAVING THIS ISSUE AND REPORTING THE
12 ISSUE TO THE DEALERSHIP AND THEY ARE UNABLE TO FIX
13 THE ISSUE OR REPLICATE THE PROBLEM. NOW INTO YEAR 3
14 OF OWNERSHIP THE AUTO STOP FUNCTION HAS GOTTEN
15 WORSE BECAUSE NOW WHEN IT SHUTS OFF AFTER AUTO
16 STOPPING, IT TAKES A COUPLE OF MINUTES BEFORE YOU ARE
17 ABLE TO RESTART THE CAR. THIS IS VERY UNSAFE AT AN
18 INTERSECTION WHEN THE LIGHT TURNS GREEN. ONLY WAY
19 AROUND THIS ISSUE IS TO DISABLE THE AUTO STOP
FUNCTION AT THE BEGINNING OF THE DRIVE WHICH
DEFEATS THE PURPOSE OF HAVING SUCH A FUNCTION AND
WE AREN'T ABLE TO PERMANENTLY DISABLE THE
FUNCTION. I HAVE REPORTED THIS PROBLEM EACH AND
EVERY TIME I HAVE TAKEN IT IN TO THE DEALERSHIP FOR
SERVICE AND THEY HAVE RUN DIAGNOSTICS AND SAID THEY
WEREN'T ABLE TO REPLICATE THE ISSUE.¹²

20 65. On September 22, 2018, the owner of a 2016 Honda Odyssey filed the
21 following complaint with NHTSA:

22 I BROUGHT MY CAR TO A STOP AT A VERY BUSY
23 INTERSECTION LEADING TO A FOUR LANE ROAD AND THE
CAR WANTED TO LUNGE FORWARD. I HAD TO ALMOST
24 STAND ON THE BREAK TO STOP THE CAR AND THE ENGINE
ROARED. I TURNED IT OFF. I THEN STARTED THE ENGINE
25 AGAIN AND IT DID THE SAME THING. I WAITED A FEW

26
27 ¹¹ NHTSA ID 11141274
28 ¹² NHTSA ID 11130866

1 MINUTES AND STARTED IT AGAIN. THIS TIME IT WAS OK. I
 2 HAD THIS HAPPEN LAST YEAR AND TOOK IT IN TO HONDA.
 3 THEY COULD FIND NO PROBLEM. THIS COULD CAUSE A CAR
 4 TO GO INTO TRAFFIC IF THE DRIVER WAS NOT PAYING
 ATTENTION.¹³

5 66. On November 28, 2018, the owner of a 2018 Honda Pilot filed the
 6 following complaint with NHTSA:

7 VEHICLE WAS STOPPED IN A PARKING LOT IN “DRIVE” WITH
 8 THE AUTO-IDLE FEATURE IN USE. CAR WOULD NOT RE-START
 9 WHEN FOOT TAKEN OFF BRAKE. RADIO CUT OUT BRIEFLY AS
 10 WELL. DASHBOARD LIT UP WITH MANY ERROR MESSAGES -
 11 ONE OF THEM WAS “COLLISION MITIGATION PROBLEM” OR
 12 SOMETHING SIMILAR. PLACED CAR IN PARK AND PUSHED
 13 START BUTTON NUMEROUS TIMES. ONLY GOT CLICKING
 14 SOUNDS, WITH OCCASIONAL ENGINE TURNOVER NOISE, BUT
 IT WOULDN’T START. TURNED OFF A/C AND RADIO. CAR
 FINALLY STARTED AFTER SEVERAL MORE MINUTES OF
 PUSHING START BUTTON WHILE IN PARK WITH FOOT ON
 BRAKE.¹⁴

15 67. On June 2, 2018, the owner of a 2018 Acura MDX filed the following
 16 complaint with NHTSA:

17 STARTER FAILED WITH AUTO START/STOP WHILE STOPPED IN
 18 TRAFFIC. SINCE ENGINE WOULDN’T START, CAR SHIFTED TO
 19 PARK AUTOMATICALLY AND CAN NOT SHIFT TO NEUTRAL
 20 WITH THE ENGINE OFF AND UNABLE TO START. THE
 21 BATTERY WAS FINE AND COULD GO INTO AUX MODE, BUT
 22 STILL WON’T SHIFT TO NEUTRAL. ASIDE FROM QUALITY
 ISSUES RELATED TO STARTER, SIGNIFICANT SAFETY DESIGN
 FLAW.¹⁵

23 68. On July 17, 2018, the owner of a 2016 Honda Pilot filed the following
 24 complaint with NHTSA:

25 TL* THE CONTACT OWNS A 2016 HONDA PILOT. WHILE THE

26
 27 ¹³ NHTSA ID 11130759

¹⁴ NHTSA ID 11154596

¹⁵ NHTSA ID 11099303

1 VEHICLE WAS STATIONARY AND WHILE DRIVING VARIOUS
 2 SPEEDS, THE “AUTO IDLE DISABLER” FEATURE ENGAGED ON
 3 SEVERAL OCCASIONS. THE VEHICLE STALLED WITHOUT
 4 WARNING AFTER THE BRAKE PEDAL WAS DEPRESSED AT A
 5 STOP LIGHT. THREE WEEKS LATER, WHILE DRIVING
 6 APPROXIMATELY 15 MPH ON THE FREEWAY, THE “AUTO IDLE
 7 DISABLER” FEATURE ENGAGED AGAIN WHILE IN HEAVY
 8 TRAFFIC AND THE VEHICLE STALLED. THE CONTACT SHIFTED
 9 THE GEAR INTO PARK, DISABLED THE POWER, AND
 10 RESTARTED THE VEHICLE. IN ADDITION, WHILE THE VEHICLE
 11 WAS STATIONARY, ALL OF THE WARNING INDICATORS
 12 ILLUMINATED ON THE INSTRUMENT PANEL. WHILE DRIVING
 13 55 MPH, ON ANOTHER OCCASION, THE VEHICLE FAILED TO
 14 SHIFT GEARS PROPERLY AND THE RPMS RAPIDLY INCREASED
 15 TO 5,000. ALSO, THE REVERSE GEAR SHIFTER BECAME
 16 INOPERATIVE AND THE GEARS WOULD NOT SHIFT WHILE
 17 DRIVING 55 MPH. BIG STAR HONDA (11200 GULF FREEWAY,
 18 HOUSTON, TEXAS 77034) COULD NOT DIAGNOSE AND
 19 DUPLICATE THE FAILURES. THE MANUFACTURER WAS NOT
 20 MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS
 21 APPROXIMATELY 49,000. *DT *JS¹⁶

22 69. On January 20, 2019, the owner of a 2016 Honda Pilot filed the following
 23 complaint with NHTSA:

24 WHEN ENGINE TRIES TO RESTART FROM IDLE STOP THE
 25 ENGINE STALLS AND FAILS TO RESTART. HAS DONE THIS
 26 NUMEROUS TIMES AND THE DEALER CAN NOT REPLICATE
 27 THE ISSUE. IS A DANGER WHILE AT A BUSY INTERSECTION.
 28 RADIO ALSO TURNS OFF WHEN TRYING TO RESTART. THIS
 29 HAPPENS ALMOST EVERY TIME THE VEHICLE GOES INTO
 30 IDLE STOP MODE.¹⁷

31 70. On January 11, 2019, the owner of a 2016 Honda Pilot filed the following
 32 complaint with NHTSA:

33 THE FIRST INCIDENT WAS ON OCT 7, 2018. WE WERE AT A STOP
 34 LIGHT WITH THE ENGINE IDLE OPTION ENABLED. WHEN THE

35
 36
 37¹⁶ NHTSA ID 11129897

38¹⁷ NHTSA ID 11171058

1 LIGHT TURNED GREEN AND THE BRAKE WAS RELEASED, THE
 2 VEHICLE SHOULD HAVE STARTED BACK UP, BUT INSTEAD, IT
 3 STALLED. AFTER THE 2ND TIME IT OCCURRED, WE STARTED
 4 TO DISABLE THE ENGINE IDLE FEATURE AS SOON AS WE
 5 START THE CAR. WE HAVE FORGOTTEN A FEW TIMES AND
 6 THE VEHICLE STALLING HAS HAPPENED AT LEAST 3
 7 ADDITIONAL TIMES. ALL BEING AT RED LIGHTS WITH THE
 8 BRAKE DEPRESSED. WHEN THE FOOT IS REMOVED FROM THE
 9 BRAKE, THE VEHICLE JERKS SLIGHTLY AND THEN STALLS.
 10 ONCE ON NOV. 1, 2018 AND AGAIN MOST RECENTLY ON JAN.
 11 6, 2018. LUCKILY, NO ONE HAS BEEN INJURED YET. IT HAS
 12 BEEN SERVICED REGULARLY AT THE DEALERSHIP DIRECTLY
 13 AND RECEIVED ALL MAINTENANCE RECOMMENDED. THE
 14 MOST RECENT SERVICE, THEY WERE UNABLE TO DUPLICATE
 15 THE ERROR OR IDENTIFY THE ISSUE.¹⁸

16 71. On January 3, 2019, the owner of a 2016 Honda Pilot filed the following
 17 complaint with NHTSA:

18 I WAS DRIVING IN STOP AND GO TRAFFIC ON A FREEWAY, MY
 19 FOOT WAS ON THE BRAKE AND CAR WAS IN DRIVE, WHEN I
 20 TOOK MY FOOT OFF BREAK AND PUSHED GAS PEDAL THE
 21 CAR WOULD NOT GO. I TRIED TO PUT IT IN PARK AND IT
 22 WOULD NOT GO, I TRIED TO TURN OFF CAR AND IT WOULDN'T
 23 TURN OFF. THE MESSAGE ON THE DASHBOARD SAID TO PUSH
 24 BRAKE AND TURN ON CAR (SAME MESSAGE AS WHEN I
 25 REMOTE START CAR) AFTER 2 SOLID MINUTES, THE CAR
 26 FINALLY DROVE. THE PROBLEM SEEMS TO BE IMPACTED BY
 27 THE ECON MODE WHICH SHUTS OFF ENGINE WHEN BRAKE
 28 PEDAL IS FULLY ENGAGED. YOU ARE ABLE TO TURN THIS
 MODE OFF ON THE GEAR SHIFT BUT HAVE TO DO IT EVERY
 TIME YOU START THE CAR.¹⁹

72. On April 3, 2019, the owner of a 2016 Honda Pilot filed the following
 73 complaint with NHTSA:

74 TL* THE CONTACT OWNS A 2016 HONDA PILOT. WHILE
 75 OPERATING THE VEHICLE AND WHILE AT A STOP LIGHT, THE

76
 77¹⁸ NHTSA ID 11166512

78¹⁹ NHTSA ID 11165626

AUTO IDLE STOP FEATURE ACTIVATED NORMALLY, BUT THE VEHICLE WOULD NOT IMMEDIATELY RESTART WHEN THE DRIVER RELEASED THE BRAKE PEDAL AND DEPRESSED THE ACCELERATOR PEDAL. THE FAILURE OCCURRED ON SEVERAL OCCASIONS. DURING THE FAILURE, SEVERAL INSTRUCTIONAL PROMPTS APPEARED, EXPLAINING HOW TO RESTART THE VEHICLE. ON ONE OCCASION, THE VEHICLE COULD NOT BE RESTARTED AND WAS TOWED TO STERLING MCCALL HONDA (22575 HWY 59 NORTH, KINGWOOD, TX 77339). WHILE AT THE DEALER, THE VEHICLE OPERATED NORMALLY AND THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 29,000.²⁰

73. On February 13, 2019, the owner of a 2016 Honda Pilot filed the following complaint with NHTSA:

ON 2 OCCASIONS, THE AUTOMATIC IDLE STOP HAS TURNED OFF THE ENGINE AND NOT ALLOWED THE CAR TO BE TURNED BACK ON. ONE TIME THE VEHICLE EVENTUALLY RESTARTED, BUT THE SECOND TIME THE VEHICLE HAD TO BE JUMPED BY HIGHWAY PATROL. IT WAS AT A BUSY INTERSTATE EXIT RAMP, STOPPED AT A STOPLIGHT, AND WE WERE UNABLE TO MOVE THE VEHICLE OUT OF THE WAY. IT WAS A VERY DANGEROUS SITUATION. WE HAD THE BATTERY TESTED AND IT WAS GOOD. I CONTACTED HONDA VIA EMAIL AND THEY JUST RESPONDED THAT THERE WERE NO RECALLS AND TO CONTACT THE DEALER. THE DEALER SAID THAT THEY ARE UNABLE TO PERMANENTLY DISABLE THE FEATURE. NOW, TO ENSURE THAT I AM NOT IN ANOTHER DANGEROUS SITUATION DUE TO THIS FEATURE, I HAVE TO MANUALLY DISABLE IT EVERY TIME I TURN THE CAR ON.²¹

74. On June 6, 2019, the owner of a 2016 Honda Pilot filed the following complaint with NHTSA:

AUTO IDLE STOP DOESN'T RESTART. IT STALLS OFTEN DEPENDING ON THE LENGTH OF THE IDLE. IT HAS BEEN

²⁰ NHTSA ID 11193598

²¹ NHTSA ID 11179888

1 SLOWING PROGRESSING TO UNRELIABLE. IT STOPS
 2 ENTIRELY, OFTEN IN TRAFFIC AND THEN YOU HAVE TO PUT
 3 CAR IN PARK, RESTART ENGINE AND THEN PUT IN DRIVE AND
 4 GO AGAIN. BY THIS TIME TRAFFIC IS ALREADY MOVING
 5 AROUND YOU. VERY DANGEROUS AND SCARY ON FREEWAY
 6 AND AT INTERSECTIONS. HAD THE BATTERY CHECKED AT
 7 AUTO STORE, TAKE IN FOR REGULAR MAINTENANCE - IT
 8 TESTED STRONG BUT NEEDED A "CHARGE" SHOULD BE
 9 RECHARGING WHEN RUNNING AND ON FREEWAY.²²

10 75. On June 18, 2019, the owner of a 2016 Acura MDX filed the following
 11 complaint with NHTSA:

12 TL* THE CONTACT OWNS A 2016 ACURA MDX. ON SEVERAL
 13 OCCASIONS, WHILE STOPPED AT A TRAFFIC LIGHT, THE
 14 VEHICLE STALLED. WHEN THE PUSH TO START BUTTON WAS
 15 PRESSED, THE VEHICLE RESTARTED. THE VEHICLE WAS NOT
 16 DIAGNOSED OR REPAIRED. A DIAGNOSTIC APPOINTMENT
 17 WAS SCHEDULED WITH ACURA OF FREMONT (LOCATED AT
 18 5700 CUSHING PKWY, FREMONT, CA 94538, (510) 431-2500). THE
 19 MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE
 20 APPROXIMATE FAILURE MILEAGE WAS 38,000.²³

21 76. On May 24, 2019, the owner of a 2016 Honda Pilot filed the following
 22 complaint with NHTSA:

23 THE ENGINE FULLY STOPPED WHILE DRIVING ON THE HWY
 24 WHILE DRIVING ALMOS GOT REAR ENDED. I WAS MOVING
 25 TAPPED THE BREAK AND THE ENGINE STOPPED (LIKE IN
 26 IDLE) I QUICKLY PUSHED ON THE GAS AND AFTER SECONDS
 27 OF NO RESPONSE IT CAME BACK. ON 9/2/2018 THIS HAPPENED
 28 WHEN I WAS GOING TJRU PAYING TOLL I TOUCHED THE
 BREAK TRYING TO SLOW DOWN IT COMPLETELY DIED, TRIED
 TO PUSH GAS NO RESPONSE DIED AND WENT IN N. HAD TO
 TURN IT ON AMD DRIVE AGAIN. AT THAT TIME WENT TO
 DEALER AMD THEY DID NOT SEE AN ISSUE. IT IS
 HAPPENENING MORE NOW. IT IS FRIGHTENING TO BE UNDER
 THE MERCEY OF TJE PERAON BEHIND U TO SLOW DOWN IN

22 NHTSA ID 11218355

23 NHTSA ID 11220990

1 TIME. THIS IS HORRIBLE VERY SCARY AND CAN KILL A
 2 FAMILY!²⁴

3 77. On May 21, 2019, the owner of a 2016 Honda Pilot filed the following
 4 complaint with NHTSA:

5 I HAVE A 2016 TOURING PILOT WITH JUST OVER 38,000 MILES.
 6 SINCE ABOUT 25,000 MILES I HAVE FELT THAT THERE WAS AN
 7 ODD HESITATION WITH THE AUTO-OFF FEATURE THAT I'D
 8 NOT NOTICED DURING THE INITIAL PERIOD OF OWNERSHIP.
 9 THE ISSUE ESCALATED TO THE POINT WHICH IT WOULD
 10 ACTUALLY STALL OUT AT AN INTERSECTION AND THE
 11 VEHICLE WOULD NOT TURN BACK ON FOR A FEW MINUTES.
 12 THE DEALERSHIP REPLACED THE BATTERY AND SAID THAT
 13 THEY COULD SEE THE ERROR AND THAT THERE WAS AN
 14 ISSUE CAUSED BY THE BATTERY. A FEW MONTHS LATER THE
 15 ISSUE STARTED TO HAPPEN AGAIN AND STALLED FOR MY
 16 WIFE AGAIN WITH OUR KIDS IN THE CAR AT A BUSY
 17 INTERSECTION. THE CAR WENT BACK INTO THE DEALERSHIP
 18 AND THEY HAVE NOW HAD IT FOR CLOSE TO 6 WEEKS WITH
 19 LITTLE TO NO UPDATE AS TO WHAT IS GOING ON. THIS IS A
 20 HORRIBLY UNSAFE ISSUE AND I KNOW FOR A FACT THAT
 21 MANY PEOPLE ARE HAVING THE SAME ISSUE AS
 REFERENCED IN THIS BLOG:
[HTTPS://WWW.PIOTEERS.ORG/FORUMS/114-2016-THIRD-
 GENERATION-PILOT/157005-ELITE-SHUTS-OFF-STOP-LIGHT-
 5.HTML](https://www.pioteers.org/forums/114-2016-THIRD-GENERATION-PILOT/157005-ELITE-SHUTS-OFF-STOP-LIGHT-5.HTML) THE FACT THAT HONDA CAN NOT COME UP WITH A
 22 FIX FOR THE ISSUE IS A VERY SCARY THOUGHT. WE AS
 23 CONSUMERS NEED SOMEONE TO HELP HOLD HONDA
 24 ACCOUNTABLE TO PROVIDE A SAFE DRIVING EXPERIENCE
 25 FOR OUR FAMILIES²⁵

26 78. On June 20, 2019, the owner of a 2016 Honda Pilot filed the following
 27 complaint with NHTSA:

28 24 THIS HAS HAPPENED SEVERAL TIMES AND HONDA HAS BEEN
 25 UNABLE TO REPLICATE. IT HAS HAPPENED ON THE FREEWAY
 26 AND ON CITY STREETS. THE CAR IS IN DRIVE AND MY CAR
 27
 28

²⁴ NHTSA ID 11209757

²⁵ NHTSA ID 11208938

1 HAS AN ENGINE IDLE SO THAT WHEN TRAFFIC COMES TO A
 2 HALT THE ENGINE CUTS OUT TO CONSERVE GAS. ON MANY A
 3 OCCASION IT WILL NOT JUST AUTOMATICALLY START BUT
 4 WILL INSTEAD KICK THE VEHICLE INTO PARK. IT IS
 5 EXTREMELY SCARY AS IT WILL THEN NOT START AS IF THE
 6 BATTERY IS DEAD BUT THE BATTERY IF FINE AND HAS BEEN
 7 REPLACED AS HONDA THOUGHT THAT WOULD RESOLVE IT.
 8 THEY ALSO REPLACED ALL THE FUEL INJECTORS AND THIS
 9 ALSO HAS NOT STOPPED THE PROBLEM. I FEEL I AM GOING
 10 TO BE KILLED IN THIS CAR. I HAVE CASE # 08783155 WITH
 11 HONDA AND AFTER HAVING JUST SPOKE TO THEM THEY
 12 ADVISED ME TO FILM PROBLEM!! YES THEY EXPECT ME TO
 13 GET MY PHONE OUT AND FILM WHILE MY VEHICLE HAS
 14 COME TO A HALT IN MOVING TRAFFIC!²⁶

15 79. On June 15, 2019, the owner of a 2016 Honda Pilot filed the following
 16 complaint with NHTSA:

17 CAR WAS ENGAGED IN “IDLE-STOP” AT A TRAFFIC LIGHT.
 18 FOLLOWING DRIVER’S LIFTING OF FOOT OFF OF THE BRAKE
 19 PEDAL, CAR SHUT OFF COMPLETELY. ALL DASHBOARD
 20 LIGHTS LIT UP, AND CAR WAS NOT ABLE TO BE TURNED BACK
 21 ON FOR 1-2 MINUTES. CAR WAS IN THE MIDDLE OF A BUSY
 22 STREET, AND A LARGE VEHICLE NEARLY REAR-ENDS THE
 23 DEAD CAR. DRIVER WAS THEREAFTER ABLE TO FOLLOW ON-
 24 SCREEN INSTRUCTIONS FOR RESTARTING VEHICLE, BUT WAS
 25 UNSUCCESSFUL IN SEVERAL INITIAL ATTEMPTS. (IN OTHER
 26 WORDS, CAR WAS NOT STARTING DESPITE DRIVER’S
 27 COMPLYING WITH INSTRUCTIONS. PRIOR TO THIS INCIDENT,
 28 CAR HAD IN SOME INSTANCES VERY MOMENTARILY “CUT
 OUT” FOLLOWING AN “IDLE-START.” DRIVER NOTICED A
 “POPPING” AT THIS TIME. BUT THE PROBLEM, WHICH THE
 MANUFACTURER AND DEALER CLAIM TO KNOW NOTHING
 ABOUT AND ARE “UNABLE TO REPLICATE” DURING SERVICE,
 IS CLEARLY BECOMING WORSE AND MORE DANGEROUS
 OVER TIME. THE BEST THE HONDA DEALERSHIP SERVICE
 DEPARTMENT APPEARS TO BE ABLE TO DO IN DIAGNOSING
 THE PROBLEM IS TO SUGGEST BATTERY RECHARGE OR
 REPLACEMENT, WHICH HAS NOT BEEN AN ISSUE FOR OUR

²⁶ NHTSA ID 11221559

1 CAR AND IS APPARENTLY A COMMON SUGGESTION FROM
 2 DEALERSHIPS. THIS IS AN APPARENTLY BIGGER ISSUE THAN
 3 HONDA HAS BEEN WILLING TO ADMIT.²⁷

4 80. On July 10, 2019, the owner of a 2016 Honda Pilot filed the following
 5 complaint with NHTSA:

6 WHILE IDOL AT RED LIGHT, THE AUTOMATIC IDOL KICKED
 7 IN FOR POWER SAVE YET JERKED AND ALL RED LIGHT
 8 INDICATORS TURNED ON, INCLUDING PARKING BREAKS, AND
 9 CAR SEIZED UP. NO POWER, NO ABILITY PUT CAR IN PARK OR
 10 DRIVE. ON/OFF SWITCH NO REACTION TO TURN CAR ON OR
 11 OFF. NO BRAKE FUNCTION. I SAT IN AN UNRESPONSIVE
 12 VEHICLE AT VERY BUSY INTERCETION. LUCKILY THE
 13 VEHICLE BEHIND ME WAS STOPPED AND ONLY LAID ON
 14 THEIR HORN FOR 2 RED LIGHT CYCLES RATHER THAN
 15 HITTING ME. I ACTIVATED MY EMERGENCY FLASHERS YET
 16 OTHER DRIVER DID NOT RESPOND. I REPETITIVELY KEPT
 17 PUSHING POWER BUTTON IN EFFORT FOR CAR TO RESPOND
 18 AND RESTART, EVENTUALLY DID AND WAS ABLE TO DRIVE
 19 OFF. HAVE APPT WITH DEALERSHIP IN AM.²⁸

20 81. On July 9, 2019, the owner of a 2016 Honda Pilot filed the following
 21 complaint with NHTSA:

22 WHEN MY CAR STOPS WHILE APPLYING THE BREAK PADDLE
 23 COMPLETELY, THE CAR MAY START 'IDLE STOP' WHICH
 24 TURNS OFF THE ENGINE. THE ENGINE MAY RESTART EITHER
 25 BY RELEASING THE BREAK PADDLE OR WHEN AC OR
 26 BATTERY NEEDS THE ENGINE TO TURN BACK ON. WE HAVE
 27 HAD MULTIPLE OCCURRENCES WHERE THE CAR WILL
 28 COMPLETELY RESET THE ELECTRICAL SYSTEM SHUTTING
 DOWN ALL THE LIGHTS, DISPLAYS, RADIO AND ENGINE, AND
 IT MAY OR MAY NOT RESTART THE ENGINE. SOMETIMES, IT
 REQUIRES MULTIPLE PRESSES OF THE ENGINE START
 BUTTON WHICH MAY TAKE MULTIPLE SECONDS AT A STOP.
 THIS CREATES A SAFETY HAZARD WHERE CARS BEHIND MAY
 REAR END US WHILE WE TRY TO RESTART. TODAY, IT

27 NHTSA ID 11220350

28 NHTSA ID 11230891

HAPPENED TO MY WIFE IN MOTION AFTER THE ENGINE RESTARTED AND SHE WAS IN THE MIDDLE OF AN INTERSECTION. I WONDER IF THIS COULD EVEN HAPPEN ON A RAILWAY... WE REPORTED IT TWICE AND TRIED FIXING IT AT A HONDA SHOP (1ST TEXAS HONDA @ AUSTIN, TX), THEY MADE MULTIPLE CLAIMS INCLUDING BAD BATTERY THAT REQUIRED REPLACING IT (ISSUE STILL REOCCURRED), BLAMING IT ON A POWER CABLE THAT GOES TO AN OPTIONAL TRAILER HITCH CONNECTION THAT IS NOT IN USE, BUT HAVE NOT TRIED TRYING REPLACING THE FAULTY IDLE START/ENGINE MODULE. SEARCHING THRU THE INTERNET, THERE ARE MULTIPLE REPORTS OF THE SAME ISSUE. [HTTPS://WWW.CARCOMPLAINTS.COM/HONDA/PILOT/2016/ENGINE/AUTO_IDLE_STOP_DOES_NOT_WORK.SHTML](https://WWW.CARCOMPLAINTS.COM/HONDA/PILOT/2016/ENGINE/AUTO_IDLE_STOP_DOES_NOT_WORK.SHTML) THERE IS NO RECALL OR A ROOT CAUSE ANALYSIS REPORTED BY HONDA TRYING TO RESOLVE THE ISSUE FOR THE OWNERS. NEEDLESS TO SAY, TRYING TO TAKE A VIDEO/PHOTO WHEN IT HAPPENS IS NOT SIMPLE, LARGEMLY, BECAUSE WE DON'T HOLD OUR PHONES WHILE DRIVING THE CAR AND SECONDLY, IT'S RANDOM EVENT WHEN IT HAPPENS... THE ISSUE REPEATS MULTIPLE TIMES A WEEK, BUT NOT ON EVERY STOP. WORSE AT HOT TEMPERATURES²⁹

82. On June 24, 2019, the owner of a 2016 Honda Pilot filed the following complaint with NHTSA:

THE ENGINE IDLE STOP FEATURE NOT WORKING PROPERLY. WHEN THE VEHICLE IS AT A STOP THE ENGINE TURNS OFF LIKE INTENDED. SOMETIMES THE RADIO TURNS OFF AND RESTARTS IMMEDIATELY. RANDOMLY WHEN YOU TAKE YOUR FOOT OFF THE GAS THE ENTIRE VEHICLE AND ALL FUNCTIONS TURN OFF. IN ORDER TO TURN THE VEHICLE YOU NEED TO PRESS THE IGNITION BUTTON AND SET THE VEHICLE IN PARK. THIS IS VERY DANGEROUS IN STOP AND GO TRAFFIC. THE MOST RECENT TIME IT HAPPENED WAS ON THE FREEWAY AT A CREST. TOOK IT TO DEALER AND THEY COULD NOT REPLICATE.³⁰

²⁹ NHTSA ID 11230198

³⁰ NHTSA ID 11222280

1 83. On June 24, 2019, the owner of a 2019 Acura MDX filed the following
2 complaint with NHTSA:

3 THE ENGINE AUTO STOP OR IDLE STOP IS A SAFETY HAZARD.
4 THE ENGINE SHUTS OFF PREVENTING A QUICK
5 ACCELERATION FROM AN INTERSECTION OR OTHER
6 HAZARD. THE MANUFACTURE SHOULD OFFER A METHOD TO
7 PERMANENTLY DISABLE THIS HAZARD.I WAS NEARLY T-
8 BONED WHEN TRYING TO MAKE A LH TURN AT A BUSY
9 INTERSECTION BECAUSE THE CAR HAD TO START BEFORE
10 ACCELERATING³¹

11 84. On July 12, 2019, the owner of a 2016 Honda Pilot filed the following
12 complaint with NHTSA:

13 CAR SHUTS DOWN AND STALLS WHEN IDLE STOP ENGAGES
14 VERY FREQUENTLY OVER THE PAST YEAR IN THE MIDDLE OF
15 THE INTERSECTION OR HIGHWAY. HAVE TAKEN IN TO HONDA
16 DEALERS MULTIPLE TIMES BUT THEY CANNOT RECREATE
17 THE PROBLEM AND SAY THE BATTERY TESTS OK YET
18 RECOMMEND CHANGING THE BATTERY?!³²

19 85. On July 21, 2019, the owner of a 2016 Acura MDX filed the following
20 complaint with NHTSA:

21 MY 2016 ACURA MDX. STALLED TWICE. BOTH TIMES IN START
22 AND STOP TRAFFIC WHEN STOPPED THE CYLINDER
23 DEACTIVATION ENGAGED, HOWEVER THEN THE POWER
24 WENT OUT COMPLETELY WITHOUT WARNING, IT TOOK
25 ABOUT 5-10 MIN THEN THE PUSH TO START WORKED AND THE
26 CAR RESTARTED. AFTER THE FIRST STALL WE TOOK IT
27 ACURA, HOWEVER THEY SAID THERE WAS NOTHING WRONG.
28 I AM WRITING THIS REPORT AFTER THE SECOND STALL
29 TODAY.³³

30 86. On August 13, 2019, the owner of a 2019 Honda Pilot filed the following
31 complaint with NHTSA:

31 NHTSA ID 11234618

32 NHTSA ID 11231357

33 NHTSA ID 11233636

1 WHEN ENGINE AUTO IDLE IS ENGAGED, INSTEAD OF RE-
 2 ENGAGING WHEN FOOT REMOVED FROM BRAKE, THE CAR
 3 STALLS IN ONE OF THREE WAYS. GRADE 1, THE FAN AND
 4 RADIO SHUT OFF BUT THE ENGINE ENGAGES ONCE GAS IS
 5 APPLIED. GRADE 2, THE FAN, RADIO AND ENGINE SHUT OFF
 6 BUT RESTART ONCE GAS IS APPLIED. VARIOUS WARNING
 7 LIGHTS THEN APPEAR ON THE DASH. GRADE 3, EVERYTHING
 8 SHUTS OFF AND THE CAR WILL NOT RESTART UNTIL YOU
 9 SHIFT INTO PARK AND PRESS THE START BUTTON SEVERAL
 10 TIMES. THIS IS VERY DANGEROUS AS IT HAPPENS AT
 11 INTERSECTIONS WHEN CARS EXPECT YOU TO BE MOVING
 12 AND YOU'RE STALLED OUT. I HAVE VIDEO OF THESE
 13 INCIDENTS AND HAVE PROVIDED THEM TO THE HONDA
 14 DEALER.³⁴

15 87. On August 13, 2019, the owner of a 2017 Honda Pilot filed the following
 16 complaint with NHTSA:

17 I JUST PURCHASED MY HONDA CERTIFIED '17 PILOT ELITE
 18 ONE MONTH AGO. I WOULD NOTICE THAT THE CAR WOULD
 19 LAG WHEN USING THE AUTO IDLE STOP FUNCTION, IT WOULD
 20 SPUTTER, AND EVENTUALLY AND NOW MULTIPLE TIMES, IT
 21 WOULD STALL OUT AT A STOP LIGHT OR STOP SIGN WHEN I
 22 WAS IN AUTO IDLE-STOP AND TOOK MY FOOT OFF OF THE
 23 BRAKE TO GO. MY HONDA PILOT STALLED IN THE MIDDLE OF
 24 AN INTERSECTION, WAITING TO TURN LEFT, OF A BUSY MAIN
 25 HIGHWAY, WITH MY HUSBAND AND YOUNG CHILDREN
 26 INSIDE. WHEN IT WAS SAFE TO TURN, TOOK FOOT OFF OF THE
 27 BRAKE AND THE CAR STALLED. IT TOOK MANY FRANTIC
 28 ATTEMPTS TO GET THE CAR TO TURN BACK ON TO BE ABLE
 29 TO MOVE SAFELY OUT OF THE INTERSECTION. THIS CAR HAS
 30 PLACED MYSELF AND MY FAMILY IN DANGER NOW ON
 31 MULTIPLE OCCASIONS. TOOK TO DEALERSHIP WHERE THEY
 32 INFORM THAT THEY HAVE NEVER HEARD OF THIS
 33 HAPPENING, AND THAT THEY DO NOT KNOW WHAT IS
 34 WRONG. CAR HAS BEEN TO THE DEALERSHIP TWICE FOR
 35 SAME ISSUE NOW, IN ONE MONTH.³⁵

34 NHTSA ID 11243724

35 NHTSA ID 11243735

1 88. On August 14, 2019, the owner of a 2017 Honda Pilot filed the following
 2 complaint with NHTSA:

3 TL* THE CONTACT OWNS A 2017 HONDA PILOT. WHILE THE
 4 VEHICLE WAS STOPPED WITH THE AUTO IDLE ENGAGED AND
 5 AIR CONDITIONER ACTIVATED, THE BRAKE PEDAL WAS
 6 RELEASED AND THE VEHICLE STALLED. ALSO, THE GEAR
 7 SHIFTER WENT INTO PARK. THE CONTACT HAD TO PRESS THE
 8 ENGINE START BUTTON SEVERAL TIMES FOR THE VEHICLE
 9 TO RESTART. ALL THE WARNING INDICATORS ON THE
 10 INSTRUMENT CLUSTER WERE ILLUMINATED. THE CONTACT
 11 CALLED HONDA OF COVINGTON (100 HOLIDAY SQUARE
 12 BLVD, COVINGTON, LA 70433, (985) 892-0001), BUT THE
 13 VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE
 14 MANUFACTURER WAS NOT CONTACTED. THE FAILURE
 15 MILEAGE WAS 63,500. *AS THE CONSUMER STATED A
 16 SOFTWARE UPDATE WAS INSTALLED AND A BATTERY
 17 CHECK, BUT THE PROBLEM PERSISTS. *TR³⁶

18 89. On August 26, 2019, the owner of a 2017 Honda Pilot filed the following
 19 complaint with NHTSA:

20 HAVE A 2017 HONDA PILOT TOURING WITH 39K MILES.
 21 USUALLY THE CAR GOES INTO ‘ACCESSORY’ MODE WHEN
 22 THE AUTO IDLE STOP KICKS IN BUT A COUPLE OF MONTHS
 23 AGO SOMETHING NEW STARTED- I EXPERIENCED A TOTAL
 24 STALL FOR THE FIRST TIME, AND IT HAS HAPPENED 3 MORE
 25 TIMES SINCE. THE CAR TURNED COMPLETELY OFF, BUT IT DID
 26 NOT RESTART AUTOMATICALLY. THE DASHBOARD WAS LIT
 27 UP WITH PROBLEMS. I PUT THE CAR IN PARK AND
 28 FRANTICALLY TRIED TO RESTART IT AS I WAS ON A
 HIGHWAY IN TRAFFIC. ONCE IT WAS RESTARTED, I DISABLED
 AUTO IDLE STOP AND I’VE BEEN DISABLING IT EVER SINCE.
 HOWEVER, THIS IS A MANUAL FIX AND IS NOT ALWAYS
 SOMETHING ONE REMEMBERS TO DO, ESPECIALLY SINCE WE
 HAVE A NEW 16-YEAR-OLD DRIVER ENTERING THE FRAY IN
 OUR HOME SOON. AFTER RESEARCHING THIS EXTENSIVELY
 ONLINE, THERE APPEARS TO BE A KNEE-JERK REACTION
 FROM HONDA TO REPLACE THE BATTERIES IN THESE

³⁶ NHTSA ID 11243935

1 AFFECTED VEHICLES, BUT IT IS NOT STOPPING THE ISSUE,
 2 ACCORDING TO MULTIPLE ACCOUNTS. THE NHTSA HAS
 3 MANY DOCUMENTED CASES OF THIS AND IT IS AN OBVIOUS
 4 SAFETY ISSUE, BUT NO RECALL IS YET IN PLACE. CALLED
 5 HONDA USA CUSTOMER SERVICE AT 9:30 AM TODAY AND
 6 VERIFIED THERE ARE NO RECALLS REGARDING THIS
 7 PROBLEM AND IF THE CAR IS OUT OF WARRANTY THAT
 8 THERE WOULD BE NO FINANCIAL RELIEF FOR NECESSARY
 9 PARTS/LABOR RELATED TO THIS ISSUE.³⁷

10 90. On January 11, 2020, the owner of a 2017 Honda Pilot filed the following
 11 complaint with NHTSA:

12 ABOUT 6 MONTHS AGO, WHEN MY CAR HAD LESS THAN 30K
 13 MILES. MY CAR WOULD STALL WHILE THE CAR WAS IN
 14 “AUTO IDLE-STOP MODE”. INITIALLY, I FIRST NOTICED THAT
 15 THE AUTO IDLE-STOP WAS HESITATING WHEN IT WOULD
 16 START UP. THEN THINGS GOT WORSE AND I NOTICED THAT
 17 THE RADIO WOULD TURN OFF AND I'D HEAR ALL OF THE
 18 CHIMES LIKE WHEN I START THE CAR. I BROUGHT MY CAR TO
 19 HONDA TO HAVE THIS FIXED. THEY SAID IT WAS THE
 20 COMPUTER AND CLAIMED THEY FIXED IT. THE PROBLEM
 21 STILL CONTINUES. I ALSO HAD A CONVERSATION WITH THE
 22 SERVICE MANAGER AND HE PROMISED HE WOULD INFORM
 23 HONDA CORPORATE. I NEVER RECEIVED ANY FOLLOW UP. I
 24 GOOGLED THIS PROBLEM AND HAVE FOUND OUT I'M NOT
 25 THE ONLY ONE. THIS IS DANGEROUS BECAUSE SOMETIMES I
 26 NEED TO MAKE A TURN AND MY CAR HAS STALLED AND
 27 ADDS A FEW SECONDS. THERE ARE OTHER PEOPLE
 28 EXPERIENCEING THE SAME PROBLEM:
[HTTPS://WWW.PIOTEERS.ORG/THREADS/ELITE-SHUTS-OFF-AT-STOP-LIGHT.157005/](https://www.pioteers.org/threads/elite-shuts-off-at-stop-light.157005/)³⁸

29 91. On February 3, 2020, the owner of a 2017 Honda Pilot filed the following
 30 complaint with NHTSA:

31 AUTO ENGINE IDLE STOP: STALLING WHEN ACTIVE³⁹

37 NHTSA ID 11246340

38 NHTSA ID 11298616

39 NHTSA ID 11306743

1 92. On February 4, 2020, the owner of a 2017 Honda Pilot filed the following
 2 complaint with NHTSA:

3 FROM A STOP, AT TIMES WHEN I TAKE MY FOOT OFF THE
 4 BRAKE WITH THE AUTO-ENGINE IDLE SET TO “ON”, WHEN I
 5 TRY TO ACCELERATE, THE ENGINE WILL CUT OFF. THE CAR
 6 PUTS ITSELF IN EITHER NEUTRAL OR PARK, THEN I HAVE TO
 7 RESTART THE CAR - DEPRESS BRAKE AND PRESS BUTTON -
 8 AFTER 30 SECONDS TO A MINUTE. I WAS LUCKY NOT TO HAVE
 9 BEEN REAR-ENDDED SINCE AT A GREEN LIGHT, OTHER
 10 DRIVERS GO, AND DO NOT EXPECT A DRIVER IN FRONT OF
 11 THEM TO STOP.⁴⁰

12 93. On February 7, 2020, the owner of a 2016 Honda Pilot filed the following
 13 complaint with NHTSA:

14 WHILE STOPPED AT A FREEWAY OFF RAMP. THE CAR
 15 AUTOMATICALLY SHUT OFF THE ENGINE PER THE
 16 START/STOP FEATURE. WHEN THE LIGHT TURNED GREEN THE
 17 CAR DID NOT RESTART AND INSTEAD COMPLETELY SHUT
 18 OFF AND PUT ITSELF INTO PARK. I HAD TROUBLE
 19 RESTARTING WHILE TRAFFIC BUILT UP BEHIND ME. THIS IS
 20 NOT THE FIRST TIME THIS HAS HAPPENED. IT IS A VERY
 21 DANGEROUS AND DISCONCERTING PROBLEM.⁴¹

22 94. On February 24, 2020, the owner of a 2017 Honda Pilot filed the following
 23 complaint with NHTSA:

24 THE AUTO IDLE FEATURE IN MY CAR MY CAR OFF
 25 COMPLETELY AND THEN WON’T ALLOW IT RESTART
 26 IMMEDIATELY. IT CAUSES A STALL AT LIGHTS. IT OFTEN
 27 TAKES TRYING TO START THE CAR FOR SEVERAL MINUTES
 28 BEFORE IT WILL TURN BACK ON. THIS HAS HAPPENED
 29 SEVERAL TIMES. IT CAN NEVER BE FIXED BY THE DEALER.
 30 THEY DON’T KNOW HOW TO REPLICATE THE ISSUE IN THE
 31 SHOP.⁴²

26 ⁴⁰ NHTSA ID 11307006

27 ⁴¹ NHTSA ID 11307767

28 ⁴² NHTSA ID 11311010

1 95. On March 1, 2020, the owner of a 2016 Honda Pilot filed the following
 2 complaint with NHTSA:

3 I CAME TO A COMPLETE STOP AT A VERY BUSY
 4 INTERSECTION. THE IDLE START/STOP KICKED IN. WHEN I
 5 WENT TO REMOVE MY FOOT FROM THE BRAKE TO THE GAS
 6 TO GO ACROSS THE BUSY INTERSECTION, MY PILOT
 7 COMPLETELY DIED. THIS LEFT ME STRANDED AT A STOP SIGN
 8 AT A VERY BUSY INTERSECTION FOR OVER 2 HOURS WAITING
 9 FOR A TOW TRUCK. AFTER A COUPLE OF DAYS AT THE
 10 DEALERSHIP, THEY SAID IT WAS ‘JUST A SOFTWARE UPDATE’.
 11 IT IS A KNOWN ISSUE BUT THEY ARE ONLY FIXING IT WHEN
 12 IT AFFECTS A VEHICLE. NO RECALL??!!!! I WOULD LOVE TO BE
 13 ABLE TO UPLOAD MY VIDEO THAT I TOOK WHEN THIS ALL
 14 HAPPENED SO YOU COULD SEE WHAT MY DASH LOOKED LIKE
 15 WHEN I KEPT TRYING TO START MY CAR BACK UP. THE WEEK
 16 PRIOR TO THIS, THE PHOTO SHOWS WHAT NOTICE POPPED UP
 17 ON MY DASH.⁴³

18 96. On May 4, 2020, the owner of a 2016 Honda Pilot filed the following
 19 complaint with NHTSA:

20 THE IDLE START/STOP FEATURE CAUSES THE CAR TO STALL
 21 WHEN STOPPED. WHEN THE AT A FULL STOP AND THE
 22 IDLE/STOP KICKS IN THE CAR DOES NOT COME BACK ON AND
 23 SHUTS OFF WITH ALL OF THE LIGHTS IN THE CONSOLE
 24 LIGHTING UP AND MUST BE COMPLETELY SHUT-OFF AND
 25 RESTARTED, “STALL OUT” AT A STOP LIGHT OR STOP SIGN
 26 WHEN I WAS IN “AUTO IDLE-STOP” AND PRESSED ON THE GAS.
 27 I FIRST NOTICED THAT THE AUTO IDLE-STOP WAS
 28 HESITATING WHEN IT WOULD START UP. I ALSO NOTICED
 29 THAT THE RADIO WOULD “CUT OUT”. AFTER THAT, THE
 30 VEHICLE WOULD JUST STALL OUT AND I WOULD HAVE TO
 31 PUSH PARK, PUT MY FOOT ON THE BRAKE AND THEN PUSH
 32 START. TOOK TO THE DEALER DURING MY LAST SERVICE ON
 33 JANUARY 20, 2020 AND THEY COULD NOT DUPLICATE. THE
 34 ISSUE HAS PROGRESSIVELY GOTTEN WORSE AND IS
 35 HAPPENING MORE FREQUENTLY. THE CAR HAS STALLED AT
 36 LIGHTS AND POSES A DANGER TO MY WIFE AND 3 YOUNG

43 NHTSA ID 11315393

1 CHILDREN. THE DEALERSHIP WILL NOT LOOK INTO IT ANY
2 FURTHER BECAUSE THEY CANNOT DUPLICATE THE
3 PROBLEM. I'VE RESEARCHED FORUMS ONLINE AND OTHER
4 HONDA PILOT OWNERS HAVE EXPRESSED THEY ARE
EXPERIENCING THE SAME ISSUE.⁴⁴

5 97. On March 10, 2020, the owner of a 2018 Honda Pilot filed the following
6 complaint with NHTSA:

7 THE VEHICLE WOULD "STALL OUT" AT A STOP LIGHT OR STOP
8 SIGN WHEN I WAS IN "AUTO IDLE-STOP" AND PRESSED ON
9 THE GAS. I FIRST NOTICED THAT THE AUTO IDLE-STOP WAS
10 HESITATING WHEN IT WOULD START UP. I ALSO NOTICED
11 THAT THE RADIO WOULD "CUT OUT". AFTER THAT, THE
12 VEHICLE WOULD JUST STALL OUT AND I WOULD HAVE TO
13 PUSH PARK, PUT MY FOOT ON THE BRAKE AND THEN PUSH
14 START. THIS HAS HAPPENED SEVERAL TIMES.⁴⁵

15 98. On March 31, 2020, the owner of a 2017 Honda Pilot filed the following
16 complaint with NHTSA:

17 HONDA PILOT ELITE DOES NOT AUTO RE-START CONDITION
18 AFTER GOING INTO AN AUTO IDLE STOP. I TRIED TO RE-START
19 THE VEHICLE BY PLACING THE GEAR INTO THE PARK
20 POSITION AND PRESSING THE START BUTTON. THIS LEAVES
21 ME STRANDED AT A STOP LIGHTS AND SIGNS AND IMPOSES
22 RISK TO SELF AND OTHERS.⁴⁶

23 99. On April 9, 2020, the owner of a 2018 Honda Pilot filed the following
24 complaint with NHTSA:

25 CAR STARTS TO STALL WHEN ACCELERATING AND WHEN I
26 LET GO OF THE ACCELERATION PEDAL. *TR

27 100. On April 22, 2020, the owner of a 2016 Honda Pilot filed the following
28 complaint with NHTSA:

29 WE OWN A 2016 HONDA PILOT ELITE WITH AUTO START/STOP

30 ⁴⁴ NHTSA ID 11323258

31 ⁴⁵ NHTSA ID 11317205

32 ⁴⁶ NHTSA ID 11319867

1 FEATURE. THE VEHICLE HAS APPROXIMATELY 78,000 MILES
2 AND BEGAN EXHIBITING ISSUES WITH THE AUTO START/STOP
3 FEATURE. WHEN STOPPED AT ANY LOCATION, THE AUTO
4 STOP ENGAGES AND TURNS OFF THE ENGINE AND SHOULD
5 RESTART WHEN YOU LIFT YOUR FOOT OF THE BRAKE; BUT IT
6 IS NOW TURNING ALL THE POWER TO THE VEHICLE OFF
7 (RADIO OFF, A/C OFF, DASH LIGHTS OFF). IN SOME CASES THE
8 DASH WILL FLICKER WITH AND DASH LIGHTS WILL
9 ELIMINATE FOR A SECOND. AS A RESULT YOU CANNOT MOVE
10 THE VEHICLE AND ARE STUCK IN A DANGEROUS PLACE
11 (CAN'T PUT THE VEHICLE IN NEUTRAL, NO POWER). THIS HAS
12 HAPPENED TO US ON NUMEROUS OCCASIONS; AT STOP
13 LIGHTS WHERE CARS BEHIND YOU GET FRUSTRATED AND
14 HONK THEIR HORNS (TAKES SEVERAL MINUTES TO START
15 BACK UP IF YOU ARE LUCKY) AND MOST CONCERNING IS IF
16 YOU ARE IN THE MIDDLE OF THE INTERSECTION AND ABOUT
17 TO MAKE A RIGHT TURN, WHILE WAITING TO MAKE THE
18 TURN, THE VEHICLE SHUTS OFF ' NOW WE ARE STUCK IN THE
19 INTERSECTION WITH TWO KIDS IN THE VEHICLE. NOW
20 ONCOMING TRAFFIC IS EITHER FAST APPROACHING OR
21 HONKING BECAUSE WE ARE BLOCKING THE LANE. WE HAVE
22 BEEN ALMOST STRUCK ON SEVERAL OCCASIONS. THE ONLY
23 WORK AROUND IS TO TURN THE AUTO START/STOP FEATURE
24 OFF (PUSHING THE BUTTON) WHEN YOU FIRST GET IN THE
25 VEHICLE, BUT IF YOU FORGET ' WE MIGHT GET KILLED. I
26 TOOK IT TO THE HONDA DEALER AND THEY CLAIM THEY
27 HAVE NEVER HEARD OF THIS ISSUE. MY BATTERY TESTED
28 FINE. I LOCATED NUMEROUS HONDA PILOT POSTS ONLINE
THAT INDICATE THIS IS A COMMON PROBLEM, DATING BACK
TO THE 2016, BUT NO ONE IS HELPING THE CONSUMER. I
DON'T UNDERSTAND WHY THERE IS A DELAY IN REPAIRING
THIS ISSUE; IT IS NOT JUST A GENERAL INCONVENIENCE, IT IS
A SAFETY RISK. WE ARE FRUSTRATED AND SCARED. IF WE
TRADE THE VEHICLE FOR ANOTHER CAR, WHAT HAPPENS TO
THE NEXT FAMILY THAT PURCHASES THIS VEHICLE ' DO
THEY SUFFER THE FATAL OUTCOME.⁴⁷

101. On May 5, 2020, the owner of a 2019 Acura TLX filed the following

27 ⁴⁷ NHTSA ID 11321898

1 complaint with NHTSA:

2 I STOPPED(STATIONARY) AT A LIGHT TO MAKE A LEFT TURN
3 INTO THE FREEWAY. WHILE STATIONARY THE ENGINE WENT
4 INTO AUTOMATIC IDLE STOP TO SAVE GAS AND ONCE THE
5 LIGHT TURN GREEN THE CAR WAS NOT ABLE TO TURN ON AT
6 ALL AND HAD TO CALL AAA. IT WAS GIVING ME ERROR
MESSAGES IN REGARDS FUEL PUMP AND BRAKE SYSTEM ETC.
IN THE DASH. *TR⁴⁸

7 102. On May 12, 2020, the owner of a 2019 Honda Pilot filed the following
8 complaint with NHTSA:

9 TL* THE CONTACT OWNS A 2019 HONDA PILOT. THE CONTACT
10 STATED WHILE DRIVING 10 MPH, THE BRAKE PEDAL WAS
11 DEPRESSED AND THE VEHICLE STALLED WITHOUT
12 WARNING. THE CONTACT STATED THAT THE VEHICLE WAS
13 UNDRIVABLE. THE VEHICLE WAS NOT TAKEN TO BE
14 DIAGNOSED NOR REPAIRED. NEITHER THE MANUFACTURER
NOR DEALER WERE NOT NOTIFIED OF THE FAILURE. THE
FAILURE MILEAGE WAS UNKNOWN.⁴⁹

15 103. On May 20, 2020, the owner of a 2018 Honda Pilot filed the following
16 complaint with NHTSA:

17 THE AUTO ENGINE IDLE FEATURE ENGAGED AT A STOP LIGHT
18 AS USUAL. WHEN I MOVED MY FOOT FROM THE BRAKE TO
19 THE ACCELERATOR, THE CAR SHUT OFF, SHIFTED INTO
NEUTRAL AND WOULD NOT START. THIS WAS ON A MAJOR
HIGHWAY. IT TOOK SEVERAL MINUTES TO START AGAIN,
WHILE I WAS STALLED IN DANGEROUS TRAFFIC.⁵⁰

21 104. On June 4, 2020, the owner of a 2016 Honda Pilot filed the following
22 complaint with NHTSA:

23 WHEN THE ENGINE IDLE STOP IS ENGAGED THE CAR WILL
24 OCCASIONALLY NOT RESTART. IT TAKES MULTIPLE TRIES TO
25 RESTART THE VEHICLE. MOST OF THE TIME IT HAPPENS IN

26 ⁴⁸ NHTSA ID 11323447

27 ⁴⁹ NHTSA ID 11324266

28 ⁵⁰ NHTSA ID 11417954

1 TRAFFIC WHICH IS A POTENTIAL SAFETY HAZARD. *TR⁵¹

2 105. On June 8, 2020, the owner of a 2017 Honda Pilot filed the following
3 complaint with NHTSA:

4 STALLING WHILE AT STOP OR GOING DOWNHILL AT LOW
5 SPEEDS. *TR⁵²

6 106. On June 12, 2020, the owner of a 2017 Acura TLX filed the following
7 complaint with NHTSA:

8 TL* THE CONTACT OWNS A 2017 ACURA TLX. THE CONTACT
9 STATED THAT AFTER DEPRESSING THE BRAKE PEDAL, THE
10 VEHICLE STALLED WITHOUT WARNING. THE CONTACT
11 STATED THAT THE FAILURE REURRED NUMEROUS TIMES
12 WHILE THE VEHICLE WAS IDLING. THE VEHICLE WAS TAKEN
13 TO FIRST ACURA SALES (16 HIGHLAND AVE, SEEKONK, MA
14 02771) HOWEVER, THE MECHANIC WAS UNABLE TO PROVIDE
15 A CAUSE FOR THE FAILURE. THE CONTACT WAS INFORMED
16 THAT THE BATTERY NEEDED TO BE REPLACED. THE VEHICLE
17 WAS THEN TAKEN TO SPEEDCRAFT ACURA (883 QUAKER LN,
18 WEST WARWICK, RI 02893, (401)304-3100) HOWEVER, THE
19 MECHANIC WAS UNABLE TO RETRIEVE A FAULT CODE OR
20 DUPLICATE THE FAILURE. THE MANUFACTURER WAS MADE
21 AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS
22 APPROXIMATELY 33,000.⁵³

23 107. On July 1, 2020, the owner of a 2017 Honda Pilot filed the following
24 complaint with NHTSA:

25 WHEN VEHICLE COMES TO A STOP WITH THE AUTO ENGINE
26 IDLE SHUT OFF, THE CAR COMPLETELY SHUTS DOWN AND
27 TAKES A FEW MINUTES TO RESTART. THIS HAPPENED
28 REPEATEDLY TODAY (7/1/2020) DRIVING AROUND TOWN.
*TR⁵⁴

25 ⁵¹ NHTSA ID 11327319

26 ⁵² NHTSA ID 11327827

27 ⁵³ NHTSA ID 11328479

28 ⁵⁴ NHTSA ID 11331934

1 108. On July 2, 2020, the owner of a 2017 Honda Pilot filed the following
2 complaint with NHTSA:

3 IDLE STOP SYSTEM SENSOR FAIL.. WHEN CAN STOPS THE
4 ENGINE SHUTS OFF BUT I DID NOT CAME BACK ON!! A LOT OF
5 LIGHTS CAME ON WITH INSTRUCTIONS WHILE I WAS AT A
6 BUSY LIGHT.. WENT TO THE DEALER AND IT WAS CLOSE TO
7 \$1,000 FOR THE REPAIR.. THEY SAID ITS A KNOWN ISSUE..
8 PLEASE DO A RECALL. *TR⁵⁵

9 109. On July 14, 2020, the owner of a 2017 Honda Pilot filed the following
10 complaint with NHTSA:

11 MY VEHICLE HAS AN AUTO STOP FUNCTION THAT OCCURS
12 WHEN I STOP THE CAR. WHEN I PRESS THE ACCELERATOR,
13 THE ENGINE STARTS BACK UP. PERIODICALLY, I HAVE HAD
14 AN ISSUE WITH THE VEHICLE NOT STARTING BACK UP. I
15 HAVE TO PUT THE CAR IN PARK AND PRESS THE START
16 BUTTON SEVERAL TIMES UNTIL IT STARTS BACK. THIS HAS
17 PUT ME IN SOME VERY DANGEROUS SITUATIONS. THE
18 DEALERSHIP HAS NOT BEEN ABLE TO PRODUCE THE SAME
19 ISSUE. IT HAS BEEN OCCURRING MORE OFTEN AND I AM
20 CONCERNED FOR MY SAFETY. I HAVE READ NUMEROUS
21 COMPLAINTS ABOUT THE SAME ISSUE.⁵⁶

22 110. On July 16, 2020, the owner of a 2016 Honda Pilot filed the following
23 complaint with NHTSA:

24 ENGINE STALLING ON HIGHWAY AND FREEWAYS DURING
25 STOPS. EXTREMELY DANGEROUS SITUATION ON FREEWAY
26 WHEN WE HAD TO STOP DUE TO FRONT TRAFFIC AND CAR
27 COMPLETELY STALLED AND COULD NOT RESTART THE CAR.
28 ENTIRE FAMILY WAS INSIDE.⁵⁷

29 111. On July 31, 2020, the owner of a 2017 Acura MDX filed the following
30 complaint with NHTSA:

31 ISSUES HAVE NOW OCCURRED TWICE WITHIN AN

32

⁵⁵ NHTSA ID 11337102

33 ⁵⁶ NHTSA ID 11339322

34 ⁵⁷ NHTSA ID 11339748

1 APPROXIMATELY 4 WEEK PERIOD. FIRST TIME WAS NEAR THE
2 END OF JUNE AND THE SECOND TIME OCCURRED ON 7/30/20.
3 AFTER STOPPING ON THE HIGHWAY, ONCE FOR A STOPLIGHT
4 AND THE OTHER TIME TO TURN OFF HIGHWAY ONTO
5 ANOTHER ROAD, THE ENGINE STALLED/TURNED OFF. AFTER
6 VEHICLE WAS BACK IN PARK, I WAS ABLE TO RESTART THE
7 VEHICLE EACH TIME.⁵⁸

8 112. On August 2, 2020, the owner of a 2016 Honda Pilot filed the following
9 complaint with NHTSA:

10 WHEN STOPPED AT A STOP LIGHT OR STOP SIGN THE
11 TRANSMISSION CHANGES FROM DRIVE TO NEUTRAL TO
12 PARK AND SOMETIMES DIES. CAR WON'T RESTART WHEN
13 FOLLOWING DIRECTIONS ON DISPLAY SCREEN OR ANY
14 OTHER WAY EXCEPT SITTING AND TRYING TO START IT OVER
15 AND OVER AFTER TURNING ON FLASHERS AND WAVING
16 TRAFFIC AROUND US.⁵⁹

17 113. On September 14, 2020, the owner of a 2017 Honda Pilot filed the
18 following complaint with NHTSA:

19 WHEN MY 2017 HONDA PILOT TOURING ENTERS IDLE STOP
20 MODE, IT HAS BEGUN TO STALL WHEN YOU RELEASE THE
21 BRAKE TO RE-ENGAGE THE ENGINE. THIS HAPPENED FIRST IN
22 A PARKING LOT ON 6/17/20 WHEN LEAVING PARKING AREA TO
23 ENTER MAIN ROAD. VEHICLE SHIFTS INTO NEUTRAL. MUST
24 PUT IT INTO PARK. THEN HIT START BUTTON. THEN PUT
25 VEHICLE BACK INTO DRIVE. TOOK IT TO DEALERSHIP (UNDER
26 WARRANTY) ON 6/23/20. COULD NOT DUPLICATE PROBLEM,
27 BUT IDENTIFIED CODES: P170B-DOG CLUTCH A ABNORMAL
28 OPERATION, U0230-GAUGE LOST COMM W/PTG, U1281-GAUGE
29 LOST COMM W/MICU, U0199-MICU LOST COMM W/MASTER
SWITCH, U0180-CLIMATE CONTROL LOST COMM W/MASTER
SWITCH. TECHNICIAN NOTED IN REPORT THAT THEY
INSPECTED THE FREEZE DATA, TRANS HAD NO INPUT SPEED,
SO CODE MUST HAVE SET DURING AN IDLE STOP. THE
TECHNICIANS COULD NOT REPLICATE THE PROBLEM, SO

58 NHTSA ID 11342553

59 NHTSA ID 11342856

1 THEY RESET THE CODE AND ASKED ME TO BRING THE
 2 VEHICLE BACK IN IF IT HAPPENED AGAIN. WHILE DRIVING ON
 3 THE FREEWAY ON A BRIDGE CROSSING THE COLUMBIA
 4 RIVER ON 6/23/20, THIS HAPPENED AGAIN. I WAS IN STOP-AND-
 5 GO TRAFFIC IN THE CENTER LANE OF THE BRIDGE. AFTER
 6 ONE OF MANY SHORT IDLE STOPS (ENGINE OFF FOR ABOUT 1
 7 SECOND) I TOOK MY FOOT OFF THE BRAKE AND THE ENGINE
 8 STALLED. SAME ISSUE. SHIFTS TO NEUTRAL. MUST PUT IN
 9 PARK. HIT START BUTTON (TWICE). ENGINE STARTS. SHIFT
 10 BACK INTO DRIVE. TOOK 30-60 SECONDS WHILE TRAFFIC
 11 TRIES TO MANEUVER AROUND ME. LUCKY I WAS IN THE
 12 MIDDLE OF THE QUEUE (NOT BACK) AS TAKING MY FOOT OFF
 13 THE BRAKES WOULD IMPLY TO THE DRIVER BEHIND ME
 14 THAT I WILL BE MOVING AGAIN. DEFINITELY A SAFETY
 15 HAZARD THAT COULD ULTIMATELY LEAD TO
 16 INJURY/DEATH. I RETURNED THE VEHICLE TO THE
 17 DEALERSHIP AGAIN. THEY DID NOT FIND ANY CODES THIS
 18 TIME. TRIED TO RETURN MY VEHICLE TO ME WITHOUT DOING
 19 ANYTHING. I ARGUED PER MY PREVIOUS VISIT THAT THEY
 20 HAD RESET THE CODES AND ASKED ME TO RETURN IF THIS
 21 REURRED. AWAITING RESOLUTION.⁶⁰
 22

23 114. On September 30, 2020, the owner of a 2017 Honda Pilot filed the
 24 following complaint with NHTSA:
 25

26 WHEN I'VE BEEN STOPPED AT A RED LIGHT I'VE TAKEN MY
 27 FOOT OFF THE BRAKE TO HIT THE GAS PEDAL. BEFORE I
 28 TOUGH THE GAS, THE DASHBOARD SHOWS AN "EMISSIONS
 1 SYSTEM PROBLEM" LIGHT AND THE ENGINE DIES. I'VE HAD
 2 TO FRANTICALLY RESTART THE CAR AND WAS ALMOST
 3 REAR-ENDDED. IT'S HAPPENED 5 TIMES. I HAD REPORTED THIS
 4 PROBLEM TO DEALER AND THEY WERE OF NO HELP. THEY
 5 SAID THEY CHECKED THE COMPUTER AND THERE WAS NO
 6 HISTORY OF ANY ISSUE. AGAIN, I'M WRITING TO DOCUMENT
 7 THIS CONCERN AS IT'S DANGEROUS THE HONDA DEALERS
 8 NEED TO KNOW HOW TO ADDRESS THE PROBLEM. I'VE
 9 LOOKED ONLINE AND I AM NOT THE ONLY PERSON WHO HAS
 10 REPORTED THIS ISSUE. WHAT IS THE SOLUTION? THIS
 11

12 ⁶⁰ NHTSA ID 11354935
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1 CONDITION IS NOT SAFE AND NEEDS TO BE FIXED.⁶¹

2 115. On October 17, 2020, the owner of a 2016 Honda Pilot filed the following
3 complaint with NHTSA:

4 MY CAR WILL DIE AFTER BEING STOPPED (EX. AT A RED
5 LIGHT, STOP SIGN) AND WILL NOT RESTART RIGHT AWAY.
6 SOMETIMES IT DOESN'T DIE COMPLETELY. WHEN IT DOES
7 YOU ARE UNABLE TO PUT THE CAR INTO PARK OR ENGAGE
8 THE EMERGENCY LIGHTS. THIS HAS HAPPENED WHERE WE
9 WERE STOPPED AT A RED-LIGHT AND THE CAR DIED AND
10 WOULD NOT RESTART. A CAR BEHIND US WAS APPROACHING
11 THE LIGHT AND SAW THAT IT WAS GREEN, QUICKLY CAME
12 UP BEHIND US HONKING THEIR HORN AND LUCKY WAS ABLE
13 TO MOVE TO THE OTHER LANE TO AVOID HITTING US. THIS
14 SEAMS TO HAPPEN WHEN WE FORGET TO TURN OFF THE
15 AUTO IDLE STOP. THIS IS SOMETHING YOU HAVE TO PUSH
16 EVERYONE YOU START THE CAR. I TOOK THE CAR TO THE
17 DEALER THEY PUT IN A NEW TRANSMISSION AND CHANGED
18 THE TIMING BELT. PREVIOUSLY I HAD THE CARS FUEL
19 INJECTORS REPLACED. AFTER ALL THIS WORK THE CAR IS
20 STILL DYING AND IT IS HAPPENING MORE FREQUENTLY. THE
21 DEALERSHIP SAYS THEY HAVE HEARD OF THIS PROBLEM BUT
22 DON'T KNOW OF A FIX YET.⁶²

23 116. On October 24, 2020, the owner of a 2017 Honda Pilot filed the following
24 complaint with NHTSA:

25 I HAVE 30,000+ MILES ON MY 2017 PILOT ELITE. ABOUT A YEAR
26 AGO, I STARTED EXPERIENCING ISSUES WITH THE AUTO IDEL
27 STOP FEATURE. I FIRST NOTICED THAT THE AUTO IDLE-STOP
28 WAS HESITATING WHEN THE ENGINE WOULD START UP UPON
LIFTING MY FOOT OFF OF THE GAS. LATER, IN CONJUNCTION
WITH THE ENGINE HESITATION, I NOTICED THAT THE RADIO
WOULD ALSO "CUT OUT" AND THE WHOLE CAR WOULD TURN
OFF AND BACK BEFORE BEING ABLE TO DRIVE. AFTER THAT,
THE ISSUE PROGRESSED TO THE VEHICLE COMPLETELY
STALLING OUT AND I WOULD HAVE TO PUSH PARK, PUT MY

26
27 ⁶¹ NHTSA ID 11362102
28 ⁶² NHTSA ID 11364808

1 FOOT ON THE BRAKE AND THEN PUSH START IN ORDER TO
 2 GET THE VEHICLE TO MOVE. THESE STALL OUTS ARE
 3 HAPPENING JUST AS I PULL OUT INTO TRAFFIC, OFTEN
 4 LEAVING ME AND MY FAMILY IN HARM'S WAY. THIS IS NOT
 5 SAFE. UPON TAKING THE VEHICLE TO THE DEALER I GET THE
 6 STANDARD LINE OF "WE CAN'T REPRODUCE THE ISSUE" AND
 7 I AM SENT ON MY WAY ONLY TO LATER CONTINUALLY
 8 EXPERIENCE THE ISSUE. NOT HAPPY WITH HONDA. THE
 9 NHTSA NEEDS TO MAKE THEM ADDRESS THIS ISSUE.⁶³

10 117. On November 10, 2020, the owner of a 2017 Honda Pilot filed the
 11 following complaint with NHTSA:

12 WHILE STOPPED THE AUTO STOP ENGAGES TURNS OFF THE
 13 ENGINE AND IF THE AC IS RUNNING AT THAT TIME, INSTEAD
 14 OF THE THE ENGINE RESTARTING WHEN THE GAS PEDAL IS
 15 ENGAGED, THE CAR STALLS AND SHUTS DOWN. DEALER
 16 STATES CANNOT CORRECT THE ISSUE (PERMANENTLY TURN
 17 OFF AUTO STOP). I SEE MULTIPLE COMPLAINTS SO FAR
 18 RELATED TO THIS DESIGN ERROR BUT NO ACTION IN TERMS
 19 OF RECALLS.⁶⁴

20 118. On January 6, 2021, the owner of a 2017 Honda Pilot filed the following
 21 complaint with NHTSA:

22 WHEN THE AUTO STOP START IS ON WHEN STOPPED AT A
 23 TRAFFIC LIGHT OR ANY STOP FOR THAT MATTER THE CAR
 24 SOMETIMES STALLS OUT OR IT HAS A DELAYED RESTART
 25 WHERE THE RADIO AND CAR SOUNDS LIKE IT TURNS OFF AND
 26 THEN BACK ON AND THEN YOU CAN GO. SOMETIMES IT
 27 COMPLETELY STALLS AND YOU HAVE TO PUT THE CAR IN
 28 PARK AND RESTART IT. IT STARTED HAPPENING RANDOMLY
 NOW IT IS HAPPENING MORE OFTEN. IT HAPPENS A LOT WHEN
 I AM DRIVING AROUND TOWN IT HAS NOT HAPPENED WHEN I
 WAS DRIVING ON THE HIGHWAY.⁶⁵

119. On January 12, 2021, the owner of a 2016 Honda Pilot filed the following

26 ⁶³ NHTSA ID 11366226

27 ⁶⁴ NHTSA ID 11373973

28 ⁶⁵ NHTSA ID 11386763

1 complaint with NHTSA:

2 THE AUTOMATIC START SYSTEM TURNS THE CAR OFF AND
3 ON WHEN STOPPED AT A RED LIGHT OR STOP SIGN FOR
4 EXAMPLE. THE FEATURE SOMETIMES WITHOUT ANY
5 WARNING FAILS TO RESTART THE CAR AUTOMATICALLY.
6 THE DRIVER MUST PUT THE CAR IN PARK, PUSH DOWN ON
7 THE BRAKE, RESTART THE CAR AND THEN SHIFT INTO PARK
8 TAKING A CONSIDERABLE AMOUNT OF TIME. THIS IS
9 DANGEROUS FOR SO MANY REASONS AND IT MUST
10 MANUALLY BE TURNED OFF BECAUSE IT DEFAULTS TO ON.
11 WITH NO WARNING YOUR CAR COULD BE TURNED OFF AND
12 NOT AUTOMATICALLY START WHEN IT'S SUPPOSED TO. THIS
13 HAS HAPPENED TO ME MULTIPLE TIMES STOPPED AT RED
14 LIGHT, STOP SIGNS AND IN STOP AND GO TRAFFIC. I WOULD
15 LIKE TO EITHER HAVE A WARNING IN PLACE OR BE ABLE TO
16 PERMANENTLY DISABLE THIS DANGEROUS FEATURE.⁶⁶

17 120. On January 21, 2021, the owner of a 2016 Acura MDX filed the following
18 complaint with NHTSA:

19 IN SEPTEMBER 2020, CAR RANDOMLY TURNED OFF WHEN
20 STOPPED AT A RED LIGHT (ON BUSY INTERSECTION) DURING
21 IDLE MODE CAUSING THE CAR BEHIND US TO HIT WHEN
22 LIGHT TURNED GREEN. NO DAMAGE WAS DONE TO MY CAR
23 SINCE THE CAR WASN'T MOVING AT WAS HIT AT LOW
24 SPEED.⁶⁷

25 121. On January 21, 2021, the owner of a 2016 Honda Pilot filed the following
26 complaint with NHTSA:

27 I WAS STOPPED AT A RED LIGHT AND MY ENGINE TURNED
28 OFF FROM THE IDLE/STOP FEATURE. HOWEVER, WHEN I
RELEASED THE BRAKES THIS TIME, THE CAR DID NOT TURN
ON AS IT NORMALLY DOES. INSTEAD, THE WHOLE VEHICLE
TURNED OFF AND IT TOOK ME SEVERAL TRIES TO TURN THE
VEHICLE BACK ON. THIS HAS HAPPENED TO MY WIFE ON
SEVERAL OCCASIONS. I REPLACED THE CAR BATTERY AND IT
HAPPENED AGAIN A MONTH AFTER. MY PILOT WOULD NOT

27 ⁶⁶ NHTSA ID 11387715

28 ⁶⁷ NHTSA ID 11389169

1 TURN ON AGAIN AFTER RELEASING THE BRAKES.⁶⁸

2 122. On February 5, 2021, the owner of a 2016 Honda Pilot filed the following
3 complaint with NHTSA:

4 THE AUTO SHUT OFF FEATURE TURNED THE ENGINE OFF AT
5 A RED LIGHT - AND WOULD NOT TURN THE CAR BACK ON
6 ONCE THE BRAKE WAS RELEASED. WE NEEDED TO JUMP THE
7 PILOT TO GET IT TO TURN OVER AGAIN. AS THIS HAPPENED
8 AT AN INTERSECTION ON A STATE HIGHWAY, WE WERE VERY
9 LUCKY TO NOT BE REAR-ENDED! VERY UNSAFE AND THE
MECHANIC SAID THERE IS NOTHING WRONG WITH
BATTERY!!⁶⁹

10 123. On March 10, 2021, the owner of a 2016 Honda Pilot filed the following
11 complaint with NHTSA:

12 TWICE IN THE LAST WEEK MY HONDA PILOT HAS SHUT OFF
13 WHEN AUTO-IDLING AT A STOP LIGHT. THE CAR SHOULD
14 REMAIN IN DRIVE BUT WHEN I LOOKED DOWN IT HAD
15 SHIFTED TO NEUTRAL. THE FIRST MESSAGE ON THE DASH
16 BRIEFLY FLASHED 'CRASH MITIGATION PROBLEM' AND
17 THEN INSTRUCTED ME TO PUT THE CAR IN PARK AND PUSH
18 THE ENGINE START BUTTON. AFTER THIS INCIDENT, I
19 TURNED OFF THE CRASH MITIGATION SYSTEM. A COUPLE
20 DAYS LATER (TODAY), THE SAME THING HAPPENED. NO
21 CRASH MITIGATION SYSTEM FLASH BUT INSTRUCTIONS TO
PUT THE CAR IN PARK AND PRESS THEN ENGINE START
BUTTON. BOTH TIMES THE ENGINE WAS ON AND IN DRIVE.
AUTO IDLING WAS ENABLED. I HAVE ONLY OWNED THIS CAR
FOR TWO MONTHS.⁷⁰

22 124. On March 22, 2021, the owner of a 2017 Honda Pilot filed the following
23 complaint with NHTSA:

24 WHILE STOPPED AT AN INTERSECTION WITH THE BRAKE
25 PEDAL DEPRESSED AND THE AIRCONDITIONING ON, THE
ENGINE WENT INTO IDLE/FUEL SAVING SHUT DOWN MODE AS

26 ⁶⁸ NHTSA ID 11389300

27 ⁶⁹ NHTSA ID 11394835

28 ⁷⁰ NHTSA ID 11400245

1 EXPECTED. WHEN THE BRAKE PEDAL WAS RELEASED AND
 2 THE ACCELERATOR PRESSED TO MOVE FORWARD AGAIN,
 3 THE ENGINE STALLED OUT AND NUMEROUS DASH WARNING
 4 LIGHTS ILLUMINATED. I PUT THE CAR IN THE PARK AND WAS
 5 ABLE TO RESTART THE CAR, BUT ONLY AFTER SEVERAL
 6 ATTEMPTS. FORTUNATELY I WAS IN MY NEIGHBORHOOD
 7 AND NOT AT A BUSY INTERSECTION IN HEAVY TRAFFIC. THIS
 8 IS THE FIRST OCCURRENCE I'VE HAD. I HAVE NO IDEA WHY
 9 THE PROBLEM OCCURS OTHER THAN THE IDLE SWITCH, IF
 10 THERE IS SUCH A THING, IS FAILING. I BOUGHT THE CAR NEW
 11 IN VA, DEC 2017 AND IT HAS ONLY 18000 MILES, NOW IN FL.
 12 I'VE JUST READ NUMEROUS OTHER COMPLAINTS RELATING
 13 THE SAME OR SIMILAR SITUATIONS. MANY PEOPLE REPORT
 14 THE SITUATION WORSENS WITH TIME AND MOST HAVE HAD
 15 NO RESOLUTION FROM THEIR HONDA DEALERSHIPS. ISN'T IT
 16 TIME FOR HONDA TO BE TOLD TO FIX THIS PROBLEM BEFORE
 17 SOMEONE HAS AN ACCIDENT OR GETS INJURED??⁷¹

18 125. On April 7, 2021, the owner of a 2018 Honda Odyssey filed the following
 19 complaint with NHTSA:

20 OUR 2018 HONDA ODYSSEY ELITE HAS INTERMITTENT ISSUES
 21 WITH THE AUTO START/STOP FEATURE. AS CONTEXT, THE
 22 CAR ENGINE WILL AUTOMATICALLY STOP WHEN THE
 23 VEHICLE IS FULLY STOPPED, FOR EXAMPLE AT A RED LIGHT,
 24 AND A FEW OTHER CONDITIONS ARE MET (BRAKE PEDAL
 25 PRESSURE, BATTERY CHARGE, ELECTRICAL LOAD). OUR
 26 VEHICLE WHEN AUTO STOPPED MAY STALL WHEN
 27 ATTEMPTING TO RESUME DRIVING. WHEN THE DRIVER
 28 RELEASES THE BRAKE PEDAL AND PUSHES THE
 ACCELERATOR PEDAL, THE CAR FAILS TO AUTO START, OR
 AUTO STARTS WITH WARNING MESSAGES. WHEN THE CAR
 FAILS TO START, A VARIETY OF WARNING MESSAGES WILL
 BE DISPLAYED ON THE DASHBOARD. REMEDIATION VARIES.
 THE CAR MAY RESPOND TO SHIFTING TO PARK AND PUSHING
 THE IGNITION START/STOP BUTTON TWICE. AT TIMES, THE
 CAR MAY NOT RESPOND TO SHIFTING TO PARK AND IGNITION
 BUTTON ACTIONS. THE ONLY FIX THEN SEEMS TO BE A
 'HARD' SHUTOFF THAT REQUIRES OPENING THE DRIVER

⁷¹ NHTSA ID 11404268

1 DOOR AND PUSHING THE IGNITION BUTTON, CLOSING THE
2 DOOR, PUSHING THE IGNITION BUTTON, AND SHIFTING TO
3 DRIVE. WHEN THE SYSTEM PARTIALLY FAILS, THE FRONT
4 COLLISION WARNING/MITIGATION SYSTEM IS TEMPORARILY
5 DISABLED. MY CAR IS CURRENT ON ALL RECALLS. I
6 RECENTLY HAD DEALER SERVICE, AND THEY CONFIRMED
7 THERE ARE NO KNOWN BULLETINS FOR THIS ISSUE. THE CAR
8 IS CURRENT ON MAINTENANCE SCHEDULE AND IS
9 OTHERWISE IN VERY GOOD OPERATION CONDITION. THIS
10 SITUATION CAN BE QUITE STRESSFUL WHEN AT A BUSY
11 INTERSECTION, OR WHEN TRYING TO PULL OUT TO MERGE
12 INTO A MAJOR ROAD FROM A STOP. THIS FAILURE COULD BE
13 VERY DANGEROUS IF YOU NEEDED TO MOVE THE VEHICLE
14 QUICKLY, FOR EXAMPLE IF STOPPED NEAR A RAILROAD
CROSSING. THE AUTO START/STOP SYSTEM IS ENABLED BY
DEFAULT TO IMPROVE FUEL ECONOMY. IT CAN BE
MANUALLY DISABLED, HOWEVER IT RESETS WITH EACH
SHUTOFF. I WOULD PERMANENTLY DISABLE IT, HOWEVER,
THAT IS NOT POSSIBLE APPARENTLY FOR EPA REASONS. I
HAVE VIDEOS SHOWING THIS BEHAVIOR.⁷²

15 126. On April 15, 2021, the owner of a 2017 Acura MDX filed the following
16 complaint with NHTSA:

17 TL* THE CONTACT OWNS A 2017 ACURA MDX. THE CONTACT
18 STATED THAT WHILE DRIVING AT 45 MPH, THE VEHICLE
19 STALLED AS THE EMISSION AND PARKING BRAKE WARNING
20 LIGHTS ILLUMINATED ON THE INSTRUMENT PANEL. THE
21 CONTACT STATED THAT AFTER EXPERIENCING THE FAILURE,
22 THE VEHICLE RESUMED NORMAL OPERATION AS THE
23 WARNING REMAINED ILLUMINATED ON THE INSTRUMENT
24 PANEL. THE CONTACT THEN TOOK THE VEHICLE TO LINDSAY
25 ACURA (5880 SCARBOROUGH BLVD, COLUMBUS, OH 43232)
26 WHERE THEY WERE UNABLE TO DUPLICATE OR DIAGNOSE
THE FAILURE. THE MECHANIC CLEARED THE WARNING
LIGHTS OFF THE INSTRUMENT PANEL. THE CONTACT STATED
THAT THE FAILURE PERSISTED SOON AFTER THE RETURN OF
THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED OF
THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE

27
28 ⁷² NHTSA ID 11413718

1 FAILURE MILEAGE WAS UNKNOWN.⁷³

2 127. On April 22, 2021, the owner of a 2017 Honda Pilot filed the following
3 complaint with NHTSA:

4 TL* THE CONTACT OWNS A 2017 HONDA PILOT. THE CONTACT
5 STATED THAT WHILE DRIVING 15 MPH, THE VEHICLE SHUT-
6 OFF WHILE DEPRESSING THE BRAKE PEDAL. THERE WERE
7 SEVERAL UNKNOWN WARNING LIGHTS ILLUMINATED. THE
8 POLICE WERE CALLED TO SCENE AS MULTIPLE ATTEMPTS TO
9 SHIFT THE VEHICLE INTO NEUTRAL OR TO RESTART THE
10 VEHICLE FAILED. THE CONTACT WAS FINALLY ABLE TO
11 RESTART THE VEHICLE AND RECEIVED A POLICE ESCORT TO
12 WEST BROAD HONDA (7014 W BROAD ST, RICHMOND, VA
13 23294) HOWEVER, A DIAGNOSTIC TEST WAS STILL PENDING.
14 THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER
15 WAS NOTIFIED OF THE FAILURE AND A CASE WAS FILED. THE
16 FAILURE MILEAGE WAS APPROXIMATELY 68,000.⁷⁴

17 128. On May 6, 2021, the owner of a 2016 Honda Pilot filed the following
18 complaint with NHTSA:

19 RECURRING PROBLEM WITH IDLE STOP FEATURE CAUSING
20 CAR ENGINE TO SHUT OFF COMPLETELY (EVEN WHEN
21 DISABLED), RESULTING IN AN ERROR MESSAGE AND
22 REQUIRING THE CAR TO BE TURNED OFF AND ON. THIS IS A
23 SAFETY ISSUE WHILE DRIVING, ESPECIALLY IF IN AN
24 INTERSECTION WHILE TURNING.
25 HTTPS://WWW.CARPROBLEMZOO.COM/HONDA/PILOT/CAR-
26 STALL-PROBLEMS.PHP
27 HTTPS://WWW.PILOTEERS.ORG/THREADS/ELITE-SHUTS-OFF-
28 AT-STOP-LIGHT.157005/PAGE-13⁷⁵

129. On May 6, 2021, the owner of a 2017 Honda Pilot filed the following
complaint with NHTSA:

AFTER EXITING AN INTERSTATE HIGHWAY AND STOPPING AT
A STOP SIGN, THE AUTO-STOP FEATURE ENGAGED. WHEN THE

73 NHTSA ID 11408246

74 NHTSA ID 11413337

75 NHTSA ID 11415456

1 BRAKE WAS RELEASED THE ENGINE STARTED AND THE CAR
 2 MOVED FORWARD A FEW FEET THEN SHUT DOWN
 3 COMPLETELY. THERE WAS A MOMENTARY WARNING TO PUT
 4 THE CAR IN PARK, BUT IT DISAPPEARED WHEN THE
 5 ELECTRICAL SYSTEM COMPLETELY SHUT DOWN AND ALL
 6 SCREENS WENT BLANK. I PRESSED THE BRAKE PEDAL AND
 7 THE START BUTTON, BUT THE ENGINE DID NOT START. I
 8 RELEASED AND PRESSED THE BRAKE AGAIN AND THE CAR
 9 STARTED. THE TRANSMISSION WAS IN PARK AND I HAD TO
 10 PUSH THE DRIVE BUTTON SEVERAL TIMES FOR IT TO
 11 ENGAGE. LUCKILY THERE WAS NO TRAFFIC BECAUSE I WAS
 12 BLOCKING THE EXIT AND THE ROAD. AFTER THE ENGINE
 13 STARTED IT TOOK SOME TIME FOR ALL THE SYSTEMS TO
 14 POWER UP.⁷⁶

15 130. On May 7, 2021, the owner of a 2016 Honda Pilot filed the following
 16 complaint with NHTSA:

17 THE “AUTO IDLE-STOP” IS AUTOMATICALLY ENGAGED ON
 18 THIS VEHICLE. WHENEVER IT IS “ON” THE CAR WILL STALL
 19 AND SHUT DOWN WHEN STOPPING IN TRAFFIC OR AT LIGHTS.
 20 HAVE BROUGHT TO HONDA, THEY SAY IT CANNOT BE FIXED
 21 AND ITS VERY DANGEROUS.⁷⁷

22 131. On May 24, 2021, the owner of a 2018 Honda Pilot filed the following
 23 complaint with NHTSA:

24 WHEN MY VEHICLE HAS THE AUTO IDLE STOP FEATURE
 25 TURNED ON, THERE ARE SEVERAL TIMES WHEN I HAVE BEEN
 26 SITTING AT A STOP LIGHT OR IN A MEDIAN WAITING TO PULL
 27 ACROSS OR MERGE INTO TRAFFIC, AND THIS FEATURE
 28 ENGAGES AND WHEN YOU TAKE YOUR FOOT OFF THE BRAKE
 AND THE ENGINE IS SUPPOSED TO AUTO RESTART, THE
 ENGINE STOPS COMPLETELY INSTEAD AND SHIFTS ITSELF
 INTO NEUTRAL WHICH REQUIRES YOU TO HAVE TO PUT
 VEHICLE IN PARK AND COMPLETELY RESTART THE WHOLE
 CAR. HAS BEEN HAPPENING SEVERAL TIMES IN THE LAST
 YEAR. I HAVE TAKEN IT IN TO HAVE THE BATTERY CHECKED

76 NHTSA ID 11415459

77 NHTSA ID 11415538

1 AND IT CHECKS FINE. THE CAR IS NOT THROWING ANY
 2 CODES. THIS CAN BE PARTICULARLY DANGEROUS WHEN
 3 YOU ARE IN A MEDIAN TRYING TO PULL ACROSS A BUSY
 4 HIGHWAY AS YOUR CAR JUST COMPLETELY DIES ON YOU.
 5 ALSO A PROBLEM WHEN YOU ARE AT A RED LIGHT AND IT
 6 TURNS GREEN AND EVERYONE STARTS ROLLING AND YOUR
 7 CAR COMPLETELY DIES, THIS INCREASES YOUR CHANCE OF
 8 BEING REAR-ENDDED. IF I MANUALLY TURN THE AUTO IDLE
 9 STOP FEATURE OFF WHEN I INITIALLY TURN THE CAR ON,
 10 THIS PROBLEM DOES NOT HAPPEN..... BUT THIS IS EVERY
 11 EASY TO FORGET AS THIS IS AN AUTOMATIC FEATURE WHEN
 12 YOUR CAR IS INITIALLY STARTED..⁷⁸

132. On May 29, 2022, the owner of a 2017 Acura MDX filed the following
 14 complaint with NHTSA:

11 THE VEHICLE STALLS AND LOSES ALL POWER WHEN COMING
 12 OUT OF AUTO IDLE STOP. THIS IS A DEFAULT FEATURE THAT
 13 SHUTS THE ENGINE OFF WHEN THE VEHICLE STOPS TO
 14 CREATE FUEL EFFICIENCY. BUT IT IS CREATING A TERRIBLE
 15 SAFETY ISSUE OF HAVING VEHICLES UNEXPECTEDLY
 16 STOPPED ON THE ROADWAY. THE FEATURE CANNOT BE
 17 PERMANENTLY TURNED OFF. COMMON ISSUE ON MDX
 18 FORUMS WITHOUT ANY REAL SOLUTION FROM DEALERSHIP
 19 MECHANICS.⁷⁹

133. On June 14, 2021, the owner of a 2017 Honda Pilot filed the following
 14 complaint with NHTSA:

20 OCCASIONAL HE WHEN THE AUTO START STOP FUNCTION IS
 21 ACTIVATED THE CAR WILL DIE AND NOT TURN BACK ON.
 22 AFTER THE CAR HAS DIED AND YOU RELEASE YOUR FOOT
 23 FROM THE BREAK NOTHING HAPPENS AND MULTIPLE LIGHTS
 24 WILL TURN ON THE DASHBOARD BUT THE CAR WILL NOT
 25 RESTART UNLESS YOU PUT IT IN PARK PRESS THE START
 26 BUTTON MULTIPLE TIMES. THIS IS VERY FRUSTRATING AND
 27 VERY DANGEROUS ESPECIALLY IF YOU'RE SITTING OUTSIDE
 28 AT A BUSY INTERSECTION. I'VE SEEN NUMEROUS REPORTS

78 NHTSA ID 11418363

79 NHTSA ID 11466572

1 OF THIS ON THE INTERNET AND IT'S BEEN GOING ON OVER
 2 THE LAST SEVERAL MONTHS. I TRIED TO TAKE THE VEHICLE
 3 TO THE DEALER AND THEY TOLD ME IT WAS NOT ANYTHING
 4 THEY CAN COVER ON THE WARRANTY I'D HAVE TO PAY OUT
 OF POCKET.⁸⁰

5 134. On June 2, 2021, the owner of a 2017 Acura TLX filed the following
 6 complaint with NHTSA:

7 CAR STALLED WHILE IN TRAFFIC LINE WITH AUTO IDLE
 8 ENGAGED. TOOK FOOT OFF BRAKE TO MOVE FORWARD AND
 9 CAR STALLED. UNABLE TO RESTART CAR AFTER THE STALL.
 10 HAD TO BE TOWED TO HONDA DEALERSHIP, THEY ASSESSED
 11 IT WAS AN ALTERNATOR ISSUE. ALTERNATOR REPLACED
 12 CAR STARTS NORMALLY. DROVE CAR FOR APPROXIMATELY
 13 30 MIN AND HAD TURNED OFF THE AUTO IDLE FEATURE. CAR
 14 STALLED AGAIN AFTER SITTING IN TRAFFIC AND TRYING TO
 15 MOVE AHEAD. THIS TIME CAR RESTARTED WITHOUT ISSUE.
 16 NO WARNINGS OR MESSAGES ON THAT I NOTICED. HAVE
 17 READ MANY FORUMS THAT DESCRIBE SIMILAR ISSUES TO
 18 HONDA AND ACURA'S⁸¹

19 135. On June 14, 2021, the owner of a 2019 Honda Pilot filed the following
 20 complaint with NHTSA:

21 WHEN AUTO ENGINE IDLE IS ON AFTER COMING TO A STOP
 22 AT A LIGHT OR STOP SIGN UPON ACCELERATION SOME TIMES
 23 THE CAR WILL STALL AND THEN AN ERROR MESSAGE WILL
 24 COME ON THE DASH "COLLISION MITIGATION BRAKING
 25 SYSTEM ERROR" THIS HAPPENS MULTIPLE TIMES A WEEK
 26 WHEN DRIVING I HAVE TAKEN TO HONDA DEALERSHIP AND
 27 THE BLEW ME OFF SAYING THEY COULD NOT REPLICATE THE
 28 ISSUE BUT I HAVE COME ACROSS MANY OTHER PEOPLE
 ONLINE WITH THE SAME ISSUE.⁸²

29 136. On June 28, 2021, the owner of a 2016 Honda Pilot filed the following

30 ⁸⁰ NHTSA ID 11420943

31 ⁸¹ NHTSA ID 11419305

32 ⁸² NHTSA ID 11420818

1 complaint with NHTSA:

2 THE AUTO IDLE ENGINE MALFUNCTIONED AND WOULD NOT
3 ALLOW THE CAR TO START AGAIN AT AN INTERSECTION.
4 PREVIOUSLY, IT HAS BEEN STALLING OUT AND TURNS THE
5 ELECTRICAL OF THE CAR OFF (RADIO) WHEN ENGAGING BUT
6 THIS TIME THE CAR WOULD NOT START AT ALL. AFTER
7 APPROXIMATELY 90 SECONDS I WAS ABLE TO TURN THE CAR
8 BACK ON.⁸³

9 137. On June 28, 2021, the owner of a 2017 Honda Pilot filed the following
10 complaint with NHTSA:

11 WHILE IDLE AT RED LIGHT, THE AUTOMATIC IDOL
12 ACTIVATED WHEN I PRESS BRAKE WITH CONSISTENT
13 PRESSURE. WHEN I RELEASED THE BRAKE TO START GOING
14 FORWARD AND ENGAGE THE GAS PEDAL; ALL RED LIGHT
15 INDICATORS TURNED ON (PARKING BRAKES AND SHIFTED
16 INTO NEUTRAL) AND THE CAR FULLY SIEZED UP. NO POWER,
17 NO ABILITY PUT CAR IN PARK OR DRIVE. I ATTEMPTED TO
18 PUT IN PARK AND START CAR WITH ON/OFF SWITCH BUT GOT
19 NO REACTION FROM CAR. NO BRAKE FUNCTION. I SAT IN AN
20 UNRESPONSIVE VEHICLE AT 4-WAY RED LIGHT
21 INTERSECTION. I ACTIVATED MY EMERGENCY FLASHERS
22 YET. I REPETITIVELY KEPT PUSHING POWER BUTTON IN
23 EFFORT FOR CAR TO RESPOND AND RESTART, EVENTUALLY
24 DID AND WAS ABLE TO DRIVE OFF. WORKING ON TAKING
25 INTO DEALERSHIP. THIS HAPPENED APPROX 1 MONTH AGO, A
26 VERY SIMILAR SITUATION OCCURRED AGAIN TODAY
6/27/2021 ON I45 RETURNING FORM AUSTIN TX.⁸⁴

27 138. On July 2, 2021, the owner of a 2017 Honda Pilot filed the following
28 complaint with NHTSA:

29 AUTO ENGINE IDLE STOP SYSTEM - RESTART FAILURE.
30 TYPICAL EVEN BELOW: 1)AUTO ENGINE IDLE STOP -ENGAGES
31 NORMALLY (I.E. ENGINE STOPS AT LIGHT). 2)WHEN TIME FOR
32 ENGINE TO RESTART, IT DOESN'T RESTART, THE MID SHOWS

33 ⁸³ NHTSA ID 11422582

34 ⁸⁴ NHTSA ID 11422535

1 ERROR MESSAGE AND INSTRUCTS DRIVER TO “PLACE CAR IN
 2 PARK”. 3)NEXT MESSAGE IS TYPICALLY TO STEP ON BRAKE
 3 AND PRESS START. 4)THIS RESTART PROCESS IS NEVER
 4 QUICK BUT OFTEN 20-30 SECONDS. THIS ISSUE PUTS ME AT A
 5 RISK OF BEING REAR ENDED AT A GREEN LIGHT AND IS A
 6 SAFETY ISSUE! I WOULD MAKE THE CAR AVAILABLE FOR
 7 INSPECTION. THE DEALER HAS NOT BEEN ABLE TO
 8 REPRODUCE. HOWEVER, IT HAS OCCURRED 3 X IN THE LAST
 9 1000 MILES. OTHER THAN THE DEALER, NO ONE ELSE HAS
 10 INSPECTED. NO WARNINGS WERE RECEIVED BEFORE IT FIRST
 11 NOR SUBSEQUENTLY APPEARED. I BELIEVE THIS FIRST
 12 APPEARED IN SUMMER 2019. IT APPEARED MULTIPLE TIMES
 13 IN 2020 AND AGAIN IN 2021. I TOOK IT TO THE DEALER IN 2019
 14 AND 2020. I WILL SCHEDULE ANOTHER DEALER APPOINT
 15 NOW.⁸⁵

16 139. On July 8, 2021, the owner of a 2016 Honda Pilot filed the following
 17 complaint with NHTSA:

18 AUTO IDLE SHUT OFF STALLS THE CAR. ONCE THE CAR IS
 19 STOPPED...THE ENGINE WILL SHUT OFF. WHEN I TAKE MY
 20 FOOT OFF THE BRAKE...THE ENGINE STALLS, GOES INTO
 21 PARK..SEVERAL LIGHTS COME UP ON THE DASH. THIS IS VERY
 22 CONCERNING....ESPECIALLY WHEN IT IS DIFFICULT TO START
 23 THE CAR BACK UP AGAIN.⁸⁶

24 140. On July 15, 2021, the owner of a 2016 Honda Pilot filed the following
 25 complaint with NHTSA:

26 OCCASIONALLY, THE ENGINE DOES NOT AUTOMATICALLY
 27 RE-START AFTER THE IDLE ENGAGES. THIS HAS HAPPENED
 28 MULTIPLE TIMES OVER THE LAST COUPLE OF YEARS. THE
 29 RESULT IS A STALLED VEHICLE, SOMETIMES AT BUSY
 30 INTERSECTIONS. THIS IS CONFUSING, ANNOYING, AND
 31 POTENTIALLY DANGEROUS --- THANKFULLY SO FAR THE
 32 DRIVERS BEHIND ME HAVE REACTED QUICKLY TO A
 33 STALLED VEHICLE IN FRONT OF THEM. THE VEHICLE ALSO
 34 SEEMS TO HESITATE WHEN ATTEMPTING TO START

27 ⁸⁵ NHTSA ID 11423256

28 ⁸⁶ NHTSA ID 11423874

1 MANUALLY. THE SITUATION CAN BECOME QUITE FRANTIC. I
 2 CHANGED THE ON-OFF PUSH BUTTON WHICH WAS HAVING
 3 SOME OTHER PROBLEMS, BUT THE PROBLEM WITH THE
 4 ENGINE NOT RE-STARTING AFTER IDLE PERSISTS. I HAVE
 5 ALSO CHANGED THE BATTERY AND REGULARLY CHECK MY
 6 CURRENT BATTERY, BUT IT JUST HAPPENED AGAIN
 7 YESTERDAY AND I ALMOST GOT HIT! WHAT COMPONENT OR
 8 SYSTEM FAILED OR MALFUNCTIONED, AND IS IT AVAILABLE
 9 FOR INSPECTION UPON REQUEST? ENGINE AUTOMATIC RE-
 10 START AFTER IDLE. HOW WAS YOUR SAFETY OR THE SAFETY
 11 OF OTHERS PUT AT RISK? STALLED VEHICLE IN TRAFFIC. HAS
 12 THE PROBLEM BEEN REPRODUCED OR CONFIRMED BY A
 13 DEALER OR INDEPENDENT SERVICE CENTER? NO. HAS THE
 14 VEHICLE OR COMPONENT BEEN INSPECTED BY THE
 15 MANUFACTURER, POLICE, INSURANCE REPRESENTATIVES OR
 16 OTHERS? NO. WERE THERE ANY WARNING LAMPS, MESSAGES
 17 OR OTHER SYMPTOMS OF THE PROBLEM PRIOR TO THE
 18 FAILURE, AND WHEN DID THEY FIRST APPEAR? NO.⁸⁷
 19

20 141. On July 18, 2021, the owner of a 2017 Honda Pilot filed the following
 21 complaint with NHTSA:

22 WHEN USING THE AUTO IDLE STOP THE CAR WILL
 23 SOMETIMES COMPLETELY SHUT DOWN. WE COULD BE REAR
 24 ENDED IF SOMEBODY BEHIND US DOESN'T REALIZE THAT WE
 25 ARE STOPPED. HONDA HAS LOOKED AT IT MULTIPLE TIMES.
 26 THEY SAY THEY CAN NOT DUPLICATE IT SO THEY CAN'T FIX
 27 IT.⁸⁸

28 142. On July 20, 2021, the owner of a 2017 Honda Pilot filed the following
 29 complaint with NHTSA:

30 THE AUTO IDLE STOP FEATURE WAS ENABLED AT THE TIME.
 31 WE CAME TO A COMPLETE STOP ON THE INTERSTATE
 32 HIGHWAY DUE TO TRAFFIC. WHEN TRAFFIC CLEARED AND I
 33 ATTEMPTED TO RESUME DRIVING, THE ENGINE DIED
 34 COMPLETELY AND PRESSING THE START BUTTON WOULD
 35 NOT RE-START THE ENGINE. WE WERE STUCK WITH A DEAD
 36

37 ⁸⁷ NHTSA ID 11424916

38 ⁸⁸ NHTSA ID 11425332

1 ENGINE IN THE MIDDLE OF THE HIGHWAY FOR ABOUT A
 2 MINUTE BEFORE THE ENGINE FINALLY RESTARTED. THIS
 3 HAPPENED THREE ADDITIONAL TIMES SINCE THE ORIGINAL
 4 INCIDENT. I'VE TAKEN THE CAR TO THE DEALER BUT THEIR
 5 SERVICE TECHNICIANS WERE UNABLE TO REPLICATE THE
 6 ISSUE OR DIAGNOSE THE PROBLEM.⁸⁹

7 143. On July 22, 2021, the owner of a 2019 Honda Pilot filed the following
 8 complaint with NHTSA:

9 WHILE STOPPED AT A RED LIGHT, THE ENGINE WOULD
 10 COMPLETELY SHUT OFF. I HAD TO RESTART THE CAR AND IT
 11 WOULD TAKE MULTIPLE ATTEMPTS TO TURN IT BACK ON.
 12 THE FIRST TIME IT HAPPENED, I THOUGHT IT WAS A BATTERY
 13 ISSUE. BUT I HAD SINCE CHANGED THE BATTERY AND THE
 14 PROBLEM STILL OCCURS. IT SEEMS TO HAPPEN WHEN THE
 15 IDLE MODE IS NOT TURNED OFF. THIS IS DANGEROUS AS IT
 16 COULD CAUSE AN ACCIDENT TO HAVE YOUR CAR SUDDENLY
 17 STOP WORKING IN THE MIDDLE OF TRAFFIC.⁹⁰

18 144. On July 27, 2021, the owner of a 2018 Honda Pilot filed the following
 19 complaint with NHTSA:

20 “IDLE STOP SYSTEM” FAILS TO SUCCESSFULLY RESTART THE
 21 ENGINE AND RESULTS IN A STALL. SAFETY IS PUT AT RISK AS
 22 THE CAR BECOMES IMMOBILIZED AT A TRAFFIC
 23 INTERSECTION, RED LIGHTS, MIDDLE OF THE HIGHWAY.
 24 ANYWHERE THAT YOU CAME TO A COMPLETE STOP AND
 25 WERE NOT ABLE TO GET THE VEHICLE TO REENGAGE. I HAVE
 26 NOT YET TAKEN THE VEHICLE TO THE DEALER, THIS ISSUE
 27 HAS HAPPENED MULTIPLE TIMES AND HAS ALSO BEEN VERY
 28 WELL DOCUMENTED BY OTHERS ON THE INTERNET
[HTTPS://WWW.CARPROBLEMZOO.COM/HONDA/PILOT/CAR-STALL-PROBLEMS.PHP](https://WWW.CARPROBLEMZOO.COM/HONDA/PILOT/CAR-STALL-PROBLEMS.PHP)
[HTTPS://WWW.PILOTEERS.ORG/THREADS/ELITE-SHUTS-OFF-AT-STOP-LIGHT.157005/](https://WWW.PILOTEERS.ORG/THREADS/ELITE-SHUTS-OFF-AT-STOP-LIGHT.157005/) THE VEHICLE HAS NOT BEEN
 INSPECTED AT THIS TIME NO WARNING LAMPS OR
 SYMPTOMS APPEAR PRIOR. WHEN YOU LIFT YOUR FOOT OFF

29 ⁸⁹ NHTSA ID 11425707

30 ⁹⁰ NHTSA ID 11425989

1 THE BRAKE PEDAL THE VEHICLE STALLS AND YOU ARE
2 UNABLE TO DRIVE THE VEHICLE⁹¹

3 145. On July 31, 2021, the owner of an Acura MDX posted the following
4 complaint with NHTSA:

5 WHEN AIR CONDITIONER IS RUNNING IN HOT SUMMER DAYS,
6 THE CAR HESITATES TO RESTART (SOMETIMES) FOLLOWING
7 IDLE STOP ENGINE SHUTOFF AFTER COMING TO A FULL STOP
8 AT A STOP SIGN OR RED LIGHT. I STRONGLY FEEL THIS IS A
9 SAFETY CONCERN AS THIS IMPEDES TRAFFIC AND CAN
10 CAUSES ROAD RAGE. IF NEEDED I CAN SHARE VIDEO OF THIS
11 SITUATION RECURRING TIME TO TIME. CAR STARTS JUST
12 FINE EVERY SINGLE TIME OUTSIDE OF IDLE STOP SITUATIONS
13 AND BATTERY HEALTH IS NEAR PERFECT. THERE ARE
14 HUNDREDS OF FORUMS TALKING ABOUT THIS EXACT
15 CONDITION ACROSS ACURA MODELS.⁹²

16 146. On August 2, 2021, the owner of a 2019 Acura TLX filed the following
17 complaint with NHTSA:

18 IDLE STOP SYSTEM WORKS PROPERLY 99.9% OF THE TIME.
19 HOWEVER, THREE TIMES IN THE LAST 12 MONTHS, I WAS
20 STOPPED AT A LIGHT AND WHEN I TOOK MY FOOT OFF THE
21 BRAKE THE CAR DID NOT START. I TRIED TO RE-START, BUT
22 IT DID NOT START IMMEDIATELY, TOOK ABOUT 10 TO 20
23 SECONDS TO START. IN EACH OF THE CASES, I WAS ABLE TO
24 RESTART JUST NOT RIGHT AWAY. THESE THREE INSTANCES
25 WERE ABOUT FOUR MONTHS OR SO APART. THE SYSTEM WAS
26 CHECKED BY ACURA SERVICE TWICE, AND NO ISSUES
27 FOUND.⁹³

28 147. On August 9, 2021, the owner of a 2017 Honda Pilot filed the following
complaint with NHTSA:

29 THE CAR STALLS OUT AT TRAFFIC LIGHTS AND STOP SIGNS
30 DUE TO A FAILURE OF THE AUTOMATIC IDLE START/STOP
31 FEATURE. IT APPEARS THIS IS A COMMON ISSUE THAT THERE

32 ⁹¹ NHTSA ID 11426596

33 ⁹² NHTSA ID 11427269

34 ⁹³ NHTSA ID 11427429

1 IS NO KNOWN REPAIR FOR. IT CREATES FOR AN UNSAFE
2 DRIVING SITUATION WHEN THE CAR DOES NOT GO WHEN THE
3 LIGHT TURNS GREEN. I AM WAITING FOR THE DAY I AM REAR
4 ENDED BY SOMEONE NOT PAYING ATTENTION.⁹⁴

5 148. On August 16, 2021, the owner of a 2016 Honda Pilot filed the following
complaint with NHTSA:

6 THE CONTACT OWNS A 2016 HONDA PILOT. THE CONTACT
7 STATED THAT WHILE AT A COMPLETE STOP, THE VEHICLE
8 WOULD INTERMITTENTLY SHUT-OFF UPON DEPRESSION OF
9 THE ACCELERATOR. THERE WERE SEVERAL UNKNOWN
10 WARNING LIGHTS ILLUMINATED. THE CONTACT WAS ABLE
11 TO RESTART THE VEHICLE SOON AFTER FAILURE AND
12 RESUME NORMAL DRIVING. THE CONTACT HAD CALLED TWO
13 DEALERS AND WAS INFORMED THAT THEY HAD NEVER
14 HEARD OF SUCH A FAILURE. THE CONTACT WAS INFORMED
15 BY EACH DEALER THAT HE WOULD BE CHARGED A
DIAGNOSTIC FEE TO SERVICE THE VEHICLE. THE
MANUFACTURER HAD YET TO BE NOTIFIED OF THE FAILURE.
THE VEHICLE HAD YET TO BE REPAIRED. THE FAILURE
MILEAGE WAS APPROXIMATELY 78,000.⁹⁵

16 149. On August 24, 2021, the owner of a 2017 Honda Pilot filed the following
complaint with NHTSA:

17 VEHICLE STALLS AFTER TRYING TO RETURN TO NORMAL IDLE
18 AFTER THE IDLE-STOP SYSTEM HAS BEEN ENGAGED. VEHICLE
19 MAY TAKE UP TO 5 MINUTES TO RESTART. VEHICLE HAS A
20 FLY-BY-WIRE PUSH BUTTON TRANSMISSION SO THE VEHICLE
21 CANNOT BE PLACED INTO NEUTRAL AND PUSHED OUT OF
HARMS WAY WITHOUT THE ENGINE RUNNING (WHICH IT ISN'T
22 SINCE IT STALLED AND WON'T RESTART). DEALERSHIP
23 "FIXED" THE PROBLEM IN 2019 BY INSTALLING A NEW
BATTERY WHICH WAS WARRANTIED FOR A BAD CELL.
PROBLEM RETURNS IN 2021. DEALERSHIP DECLARES THE
24 BATTERY GOOD AND CLAIMS THAT THEY CANNOT REPLICATE
25 THE PROBLEM, NOR HAVE THEY HEARD OF THIS ISSUE
26

27 ⁹⁴ NHTSA ID 11428453

28 ⁹⁵ NHTSA ID 11429326

1 PREVIOUSLY. AND POSSIBLY RELATED TO ALL OF THE ABOVE:
 2 VEHICLE RAN NORMALLY (I.E., ENGINE RUNNING NORMALLY)
 3 UNTIL ALL INDICATOR LIGHTS CAME ON AND REMAINED ON.
 4 DEALER CLAIMS A NEW CAMSHAFT AND ASSOCIATED PARTS
 ARE NEEDED TO FIX THIS “NEW” PROBLEM.⁹⁶

5 150. On August 26, 2021, the owner of a 2016 Honda Pilot filed the following
 6 complaint with NHTSA:

7 WHILE AT A STOP LIGHT MY IDOL STOP FUNCTION TURNED
 8 THE CAR OFF. WHEN THE LIGHT TURNED GREEN I LIGHTLY
 9 TOOK MY FOOT OFF THE BRAKE AND THE CAR TRIED TO
 10 TURN BACK ON (THE POWER CLICKED) BUT INSTEAD IT SHUT
 11 OFF THE CAR FULLY. ONLY THE CAR RADIO WAS STILL
 12 WORKING AS IF IT WAS IN ACCESSORY MODE. CAR DISPLAY
 13 SAID TO TURN THE CAR ON I NEEDED TO PRESS THE BRAKE
 14 AND PRESS THE IGNITION BUTTON. MY FOOT WAS STILL ON
 15 THE BRAKE. I PRESSED THE IGNITION BUTTON BUT NOTHING
 16 HAPPENED. PRESSED IT AGAIN AND NOTHING HAPPENED.
 17 LIFTED MY FOOT OFF AND ON THE BRAKE AND TRIED AGAIN.
 18 NOTHING. DISPLAY STILL READ PRESS BRAKE AND IGNITION.
 19 LIFTED MY FOOT OFF THE BRAKE AND ON AGAIN AND THEN
 20 PRESSED THE IGNITION, IT FINALLY RESTARTED THE CAR.
 21 EXTREMELY DANGEROUS SITUATION AS THIS TOOK NEARLY
 22 A MINUTE FOR THE CAR TO RESTART, THE LIGHT HAD JUST
 CYCLED AGAIN. DEALERSHIP COULD NOT REPLICATE THE
 SITUATION. THEY UPDATED THE CARS SOFTWARE AND IT DID
 NOT FIX THE PROBLEM. THEY SAID THE BATTERY WAS STILL
 GOOD BUT I HAD READ ON THE PILOTEERS.ORG WEBSITE
 THAT CHANGING THE BATTERY SEEMED TO SOLVE THE
 PROBLEM. I HAD THEM CHANGE THE BATTERY ANYWAY AND
 IT FIXED THE ISSUE, NOW NEARLY 2 YEARS LATER THE
 PROBLEM IS REOCCURRING AGAIN.⁹⁷

23 151. On August 30, 2021, the owner of a 2018 Honda Pilot filed the following
 24 complaint with NHTSA:

25 I HAVE BEEN EXPERIENCING ISSUES WITH THE AUTO ENGINE

26
 27 ⁹⁶ NHTSA ID 11430372
 28 ⁹⁷ NHTSA ID 11430682

1 IDLE STOP FEATURE. THE ELECTRICAL SYSTEM (RADIO &
 2 BLUE TOOTH) CUT OFF AND ON WHEN THE AUTO ENGINE
 3 IDLE STOP TRIES TO START AGAIN. THERE HAVE EVEN BEEN
 4 SEVERAL INSTANCES OF THE CAR CUTTING OFF
 5 COMPLETELY AND HAVING TO BE RESTARTED. THIS IS VERY
 6 UNSAFE. ONE OF THE INSTANCES OF THE CAR CUTTING OFF
 7 OCCURRED IN TRAFFIC AS WE STOPPED AND THEN STARTED
 MOVING AGAIN. THERE WERE SEVERAL PEOPLE IN THE CAR
 AT THE TIME. THE DEALER HAS NOT BEEN ABLE TO
 RECREATE THE ISSUE.⁹⁸

8 152. On September 12, 2021, the owner of a 2017 Honda Pilot filed the
 9 following complaint with NHTSA:

10 THE AUTO IDLE STOP FEATURE ON THE VEHICLE POSES A
 11 SIGNIFICANT SAFETY HAZARD. ON MULTIPLE OCCASIONS,
 12 THE ENGINE DOESN'T RE START AFTER LIFTING YOUR FOOT
 13 OFF OF THE BRAKE. WE'VE HAD THE DEALER ASSESS
 14 SEVERAL TIMES, BUT THEY SIMPLY SAY THEY CAN'T REPEAT
 15 THE PROBLEM. IN THE MOST RECENT INSTANCE, WE WERE
 16 STOPPED AT A RED LIGHT AND THE AUTO IDLE STOP
 17 ENGAGED. WHEN THE LIGHT TURNED GREEN, I TOOK MY
 18 FOOT OFF OF THE BRAKE AND THE CAR DID T RE START. I HAD
 19 TO SHIFT FROM DRIVE TO PARK, AND TRIED TO RE START THE
 20 CAR A FEW TIMES BEFORE THE ENGINE RE STARTED. I WAS
 21 FORTUNATE I WASN'T REAR ENDED, AS CARS WERE COMING
 22 UP BEHIND ME IN EXCESS OF 40 MILES PER HOUR.
 23 THANKFULLY, THEY SAW MY HAZARD LIGHTS AND MOVED
 24 OVER BEFORE HITTING ME. THIS PROBLEM HAS BEEN
 REPORTED IN MULTIPLE FORUMS, TO INCLUDE HERE:
[HTTPS://WWW.PIOTEERS.ORG/THREADS/AUTO-ENGINE-IDLE-STOP-SYSTEM-PROBLEM-MESSAGE.144153/](https://www.pioteers.org/threads/auto-engine-idle-stop-system-problem-message.144153/)
 UNFORTUNATELY, AND BY DESIGN, THE FEATURE CANNOT
 BE PERMANENTLY DISENGAGED. PLEASE FORCE HONDA TO
 TAKE IMMEDIATE ACTION BEFORE IT RESULTS IN
 FATALITIES!⁹⁹

25 153. On September 14, 2021, the owner of a 2016 Honda Pilot filed the
 26

27 ⁹⁸ NHTSA ID 11431074

28 ⁹⁹ NHTSA ID 11432684

1 following complaint with NHTSA:

2 EVEN WITH “AUTO START” OFF, THE ENGINE WILL AND HAS
3 DIED MULTIPLE TIMES AT FREEWAY SPEED, CAUSING A HUGE
4 SAFETY ISSUE AS THE VEHICLE SUDDENLY DECELERATES
5 WITH NO POWER; THIS IS AN OFTEN REPORTED PROBLEM
6 (GOOGLE IT) THAT RANGES FROM DYING FROM A STOP TO
7 DYING WHILE IN MOTION. THIS OFT REPORTED PROBLEM
8 NEEDS TO BE ADDRESSED BY HONDA, BUT THEY SAY
9 THEY’RE UNAWARE OF THIS ISSUE. THEY ARE LYING.
IMAGINE DRIVING A BUSY METRO FREEWAY WHEN ALL OF A
SUDDEN YOU LOSE POWER AND HAVE TO FIGHT FOR
CONTROL OF YOUR STEERING AND BRAKES.¹⁰⁰

104. On September 21, 2021, the owner of a 2016 Honda Pilot filed the
11 following complaint with NHTSA:

12 AUTOMATIC IDLE ENGINE WAS ENABLE AND ONCE I TOOK
13 MY FOOT OFF THE BRAKE, THE CAR STALLED. I WAS UNABLE
14 TO START THE CAR FOR A MINUTE OR TWO AND HAD TO
15 TURN OFF THE ENTIRE CAR AND THEN RESTART. THIS HAS
16 HAPPENED MULTIPLE TIMES BEFORE THIS OCCASION.¹⁰¹

17 155. On September 22, 2021, the owner of a 2017 Honda Pilot filed the
18 following complaint with NHTSA:

19 CAR STALLS AT IDLE WHEN YOU TAKE FOOT OFF OF BRAKE
20 IN PREPARATION TO ACCELERATE. ERROR LIGHTS AND
21 WARNINGS FLASH ON DASHBOARD, CAR AUTOMATICALLY
22 SHIFTS TO NEUTRAL AND IT TAKES OVER A MINUTE TO
23 RESTART. INCONSISTENTLY HAPPENS AND HONDA SERVICE
TECHNICIANS REPORT THERE ARE NO ERROR CODES. THIS IS
HAPPENING TO MANY PEOPLE WITH THE SAME
MAKE/MODEL. THIS IS A SERIOUS SAFETY AND DRIVABILITY
ISSUE. PLEASE INVESTIGATE.¹⁰²

24 156. On September 24, 2021, the owner of a 2018 Honda Pilot filed the
25

26¹⁰⁰ NHTSA ID 11432995

27¹⁰¹ NHTSA ID 11433791

28¹⁰² NHTSA ID 11433928

1 following complaint with NHTSA:

2 AROUND 30K MILES THE KEYLESS SYSTEM DEGRADES. CAR
 3 WON'T START, SAYS KEY IS NOT PRESENT. AFRAID OF
 4 GETTING STRANDED SOMEWHERE. FORUM SHOWS MANY
 5 PEOPLE HAVING THIS ISSUE, I BELIEVE A RECALL FOR THIS IS
 6 NEEDED. PROBLEM SEEMS TO JUST GET WORSE AND WORSE
 7 OVER TIME. HAPPENS WITH BOTH KEY FOBS, REPLACED
 8 BATTERIES NO DIFFERENCE.
[HTTPS://WWW.PIOTEERS.ORG/THREADS/KEYLESS-START-
 SYSTEM-PROBLEM-ERROR.142385/](https://www.pioteers.org/threads/keyless-start-system-problem-error.142385/)¹⁰³

9 157. On October 12, 2021, the owner of a 2018 Honda Pilot filed the following
 10 complaint with NHTSA:

11 I WAS DRIVING MY KIDS TO SCHOOL WHEN I STOPPED AT THE
 12 SCHOOL INTERSECTION. I GO TO PRESS ON THE
 13 ACCELERATOR AS I NORMALLY WOULD AND IT WOULD NOT
 14 DRIVE, SO I PRESSED ON IT A LITTLE HARDER AS I WAS
 15 TURNING LEFT SINCE THERE WERE CARS APPROACHING. MY
 16 VEHICLE SUDDENLY JOLTED, MAKING MYSELF AND THE
 17 KIDS SHIFT/JUMP FROM THE FORCE. I THEN PROCEEDED
 18 DRIVING DOWN THE ROAD AND LET GO OF THE
 19 ACCELERATOR, AND MY SUV SUDDENLY STARTED TO FEEL
 20 LIKE IT WAS SLOWING ITSELF DOWN INSTANTANEOUSLY. IT
 21 FELT LIKE IT WAS TRYING TO MAKE THE VEHICLE'S SPEED
 22 GO DOWN TO 0. I THEN PRESSED ON THE ACCELERATOR
 23 AGAIN TO PREVENT IT FROM HAPPENING, BUT IT CONTINUED
 24 TO DO SO WHENEVER I LET GO. I HAD TO STOP AT THE
 25 SCHOOL'S PARKING LOT AND TURN OFF THE SUV
 26 COMPLETELY. WHEN I TURNED IT ON AGAIN AND BEGAN TO
 27 DRIVE, IT WAS FUNCTIONING NORMALLY. SINCE THEN, IT
 HAS HAPPENED ABOUT 3 OR 4 TIMES, 1 OF WHICH HAPPENED
 ON THE EXPRESSWAY, WHICH WAS WAY SCARIER. I HAD TO
 GET OUT OF THE EXPRESSWAY AS IT WAS DANGEROUS. JUST
 YESTERDAY, I HAD A SEPARATE ISSUE WITH THE SUV THAT
 MAY SEEM RELATED IN RETROSPECT. MY SUV DID NOT WANT
 TO TURN ON. I EXPERIENCED ALL OF THE DASHBOARD
 LIGHTS FLICKERING, AND BEING UNABLE TO START IT. IT
 WAS NOT THE BATTERY BECAUSE AT SOME TIMES, THE

28 ¹⁰³ NHTSA ID 11434229

1 RADIO WOULD TURN ON, THE LIGHTS, AND THE
 2 WINDOWS/LOCKS WOULD FUNCTION NORMALLY. I WAS
 3 UNABLE TO GET THE VEHICLE TO GO TO NEUTRAL, OR
 4 ANYTHING THEN ON. WHEN THE LIGHTS WERE NOT
 5 FLICKERING, IT PRESENTED ME WITH THE SMART ENTRY
 6 SYSTEM LIGHT PROBLEM. SOON AFTER, ALL THE LIGHTS ON
 7 MY DASHBOARD TURNED ON AND STATED THERE WERE AIR
 8 BAG PROBLEM, BRAKE PROBLEM, ABS PROBLEM, AND ETC...
 9 MY VEHICLE IS CURRENTLY BEING LOOKED AT.¹⁰⁴

10 158. On October 21, 2021, the owner of a 2016 Honda Pilot filed the following
 11 complaint with NHTSA:

12 AUTO ENGINE IDLE SHUT/OFF MALFUNCTIONING. AT RED
 13 LIGHT...WHEN TURNED GREEN, TOOK FOOT OFF BRAKE TO
 14 ACCELERATE...CAR COMPLETELY SHUT OFF. DASHBOARD
 15 LIGHTS CAME ON AND INSTRUCTED TO SHIFT VEHICLE TO
 16 PARK AND RESTART. VEHICLE IN REAR VIEW COMING UP
 17 FAST AND THOUGHT I WAS GOING TO BE REAR-ENDLED AND
 18 QUICKLY FOUND HAZARD LIGHTS AND LUCKILY DRIVER
 19 WAS PAYING ATTENTION AND SHIFTED TO OTHER LANE.
 NEVER HAPPENED WHEN BRAND NEW NOW HAPPENING FEW
 TIMES A WEEK. OF COURSE AM MAKING AN APPT WITH
 HONDA BUT IF THEY CAN'T REPLICATE THE PROBLEM IN THE
 SHOP THEY CAN'T/WON'T FIX. THIS IS A SAFETY ISSUE AND
 PEOPLE ARE GOING TO GET REAR ENDED! HONDA NEEDS TO
 RECTIFY THIS SITUATION AS I HAVE SEEN MANY THREADS
 WITH OTHERS STATING THE SAME PROBLEM.¹⁰⁵

20 159. On October 30, 2021, the owner of a 2017 Acura TLX filed the following
 21 complaint with NHTSA:

22 I HAVE BEEN STOPPED BY TRAFFIC OR STOP LIGHT WHEN I
 23 PUT MY FOOT ON THE GAS TO START UP, THE CAR STALLS.
 24 THE WHOLE DASHBOARD IS LIGHTS UP AND I HAVE TO TRY
 25 SEVERAL TIMES TO GET ENGINE STARTED. THIS IS VERY
 26 SCARY.... I TOOK THE CAR TO DEALERSHIP. AFTER 4 HOURS
 AT THE DEALERSHIP AND \$155, MY CAR IS STALLING AGAIN.

27 ¹⁰⁴ NHTSA ID 11436390

28 ¹⁰⁵ NHTSA ID 11435157

1 I AM SCARED I COULD GET HURT IN THIS CAR!¹⁰⁶

2 160. On November 2, 2021, the owner of a 2017 Honda Pilot filed the
3 following complaint with NHTSA:

4 ISSUE IS WHEN THE CAR IS STOPPED AND THE AUTO ENGINE
5 IDLE IS ON, WHEN I LIFT THE BRAKE TO PRESS THE
6 ACCELERATOR, THE CAR SHUTS OFF THE ENGINE
7 COMPLETELY, PUTS ITSELF IN NEUTRAL. SO WHEN I'M AT A
8 RED LIGHT THAT TURNS GREEN, WHEN I ATTEMPT TO GO BY
9 LIFTING THE BRAKE MY ENGINE QUILTS, THAT I HAVE TO
10 WAIT A FEW AND RESTART THE WHOLE THING,¹⁰⁷

11 161. On November 4, 2021, the owner of a 2017 Honda Pilot filed the
12 following complaint with NHTSA:

13 ON MULTIPLE OCCASIONS OVER SEVERAL YEARS THE CAR
14 WILL SHUT COMPLETELY DOWN WHEN ACCELERATING
15 FROM A STOP LIGHT OR STOP SIGN. THE CAR HAS TO BE
16 RESTARTED AND IT IS NOT SAFE. MOST RECENTLY IT
17 HAPPENED TWICE IN 1 WEEK AND THE CAR WILL NOT
18 RESTART IMMEDIATELY BECAUSE YOU HAVE TO GET IT INTO
19 PARK. IT'S VERY DANGEROUS AND THE DEALER IS USELESS
20 AS THEY "CAN'T GET THE ISSUE TO DUPLICATE"¹⁰⁸

21 162. On November 4, 2021, the owner of a 2020 Honda Pilot filed the
22 following complaint with NHTSA:

23 MY 2020 HONDA PILOT HAS STALLED 4 TIMES IN THE PAST
24 TWO WEEKS AFTER THE AUTO ENGINE IDLE OCCURS AT A
25 RED LIGHT. THE ENGINE WILL SHUT OFF AUTOMATICALLY,
26 BUT WHEN I LIFT MY FOOT FROM THE BRAKE, THE CAR
27 ENGINE DOES NOT TURN BACK ON, AND THE CAR SHIFTS
28 INTO PARK, AND ACTS AS IF STALLED. IN ORDER TO GET THE
29 CAR TO RESTART, I HAVE TO POWER DOWN COMPLETELY,
30 OPEN THE DRIVER SIDE DOOR(!!!) AND "RESET" THE WHOLE
31 SYSTEM BEFORE I CAN APPLY THE BRAKE AND PRESS THE
32 IGNITION BUTTON. EVEN THEN A COUPLE OF TIMES IT

33¹⁰⁶ NHTSA ID 11438740

34¹⁰⁷ NHTSA ID 11439010

35¹⁰⁸ NHTSA ID 11439407

1 DOESN'T START FOR ME DOING THAT, AND I HAVE TO CYCLE
 2 THROUGH THE ENTIRE PROCESS A SECOND TIME. THIS
 3 HAPPENED TO ME WITH MY 3 CHILDREN IN THE CAR TWICE
 4 ON VERY BUSY (50MPH) ROADS, AND IS INCREDIBLY
 5 DANGEROUS. THE SECOND MAJOR ISSUE I HAVE NOTICED,
 6 BUT LESS FREQUENTLY (ABOUT 3-4 TIMES IN THE PAST 6
 7 MONTHS), IS THAT THE AUTO BRAKING SYSTEM WILL
 8 RANDOMLY ALERT AND APPLY THE BRAKES WHILE I'M
 9 DRIVING DOWN A STRAIGHT ROAD WITH NO TRAFFIC IN
 10 FRONT OF ME! NEEDLESS TO SAY, TERRIFYING. THIS
 11 THANKFULLY ONLY LASTS A FEW SECONDS BEFORE I
 12 REGAIN CONTROL OF THE CAR, BUT ALSO INCREDIBLY
 13 DANGEROUS. I AM SCHEDULING SERVICE WITH HONDA TO
 14 EVALUATE ASAP, BUT I HAVE READ *MANY* ACCOUNTS OF
 15 THE EXACT SAME PROBLEM ONLINE AND EVERY SINGLE
 PERSON SAYS HONDA HAS NEVER BEEN ABLE TO FIND ANY
 CAUSE. SOME SAY REPLACING THE BATTERY HELPS, OTHERS
 SAY THE STALLING ISSUE REMAINS AFTER BATTERY
 REPLACEMENT. IF WE CAN'T SOLVE THIS PROBLEM, OR HAVE
 THE AUTO ENGINE IDLE COMPLETELY AND PERMANENTLY
 DISABLED, I WILL BE SELLING THIS CAR VERY SOON. 16,104
 MILES DRIVEN AS OF TODAY.¹⁰⁹

163. On November 9, 2021, the owner of a 2016 Honda Pilot filed the
 17 following complaint with NHTSA:

18 AUTO ENGINE IDLE MALFUNCTION: ENGINE WOULD NOT
 19 RESTART WHEN BRAKE PEDAL RELEASED. DASH
 20 INSTRUCTED TO SHIFT INTO PARK. ALL ELECTRICAL STAYED
 21 ON, BUT ENGINE WOULD NOT RESTART FOR SEVERAL
 22 MINUTES. WITH ELECTRONIC SHIFTING, WASN'T EVEN ABLE
 23 TO GET INTO NEUTRAL TO GET OUT OF THE WAY OF TRAFFIC.
 AT BUSY INTERSECTIONS, BEING STRANDED COULD BE VERY
 DANGEROUS OR EVEN FATAL.¹¹⁰

24 164. On November 25, 2021, the owner of a 2016 Honda Pilot filed the
 25 following complaint with NHTSA:

26
 27 ¹⁰⁹ NHTSA ID 11439305
 28 ¹¹⁰ NHTSA ID 11439912

1 WHEN ON THE ROAD AND YOU STOP AT TRAFFIC LIGHT WITH
 2 AUTO STOP AND GO THE CAR SHUTS OFF COMPLETELY. IT
 3 WON'T START AFTERWARDS AND CAR NEEDS TO BE PLACED
 4 IN PARK AND TURNED BACK ON. THOUGH THIS ISN'T AN
 5 IMMEDIATE SOLUTION. THE CAR HAS BEEN BROUGHT IN
 6 MULTIPLE TIMES INTO DEALER. CHANGED BATTERY COUPLE
 7 TIMES AND PROBLEM PERSISTS REGARDLESS OF WHAT THEY
 8 DO AND THEY CONTINUE TO SAY THEY DON'T SEE
 9 ANYTHING. THOUGH IT STILL CONTINUES AND IS
 10 COMPLETELY DANGEROUS.¹¹¹

11 165. On December 4, 2021, the owner of a 2019 Honda Pilot filed the following
 12 complaint with NHTSA:

13 WHILE AT A STOP LIGHT THE IDLE STOP ENGAGED BUT WHEN
 14 I LIFT MY FOOT OFF THE BRAKE TO BEGIN MOVING FORWARD
 15 THE AUTO-START FAILED TO START AND VEHICLE REPORTED
 16 BATTERY FAILURE. PUT PILOT IN PARK AND MADE 3-5
 17 ATTEMPTS TO RESTART BEFORE SUCCESSFUL. CARS NEARLY
 18 REAR ENDED ME AND MY CHILDREN WHO WERE IN THE
 19 BACK.¹¹²

20 166. On December 21, 2021, the owner of a 2017 Honda Pilot filed the
 21 following complaint with NHTSA:

22 ON MY WAY TO WORK YESTERDAY, I TOOK MY EXIT AND
 23 STOPPED AT THE LIGHT WHERE THE IDLE ENGINE FUNCTION
 24 ENABLED AND THEN MY CAR COMPLETELY SHUT OFF ON ITS
 25 OWN. IT TOOK MULTIPLE TRIES TO RESTART THE CAR.
 26 MEANWHILE, THE LIGHT TURNED GREEN, MULTIPLE CARS
 27 WERE HONKING AT ME, AND COULD HAVE MOST CERTAINLY
 28 REAR ENDED ME. IF IT WAS THE NEXT STREET OVER, IT
 29 WOULD HAVE BEEN QUITE A DANGEROUS SITUATION AS IT IS
 30 A SUPER BUSY AREA. UPON TAKING IT TO THE DEALERSHIP
 31 TODAY, THEY CANNOT FIGURE OUT THE ISSUE.¹¹³

32 167. On January 10, 2022, the owner of a 2019 Honda Pilot filed the following

33 ¹¹¹ NHTSA ID 11441660

34 ¹¹² NHTSA ID 11442641

35 ¹¹³ NHTSA ID 11444646

1 complaint with NHTSA:

2 WE OWN A 2019 HONDA PILOT TOURING . . . WE PURCHASED
3 OUR VEHICLE FROM CHECKERED FLAG HONDA IN NORFOLK,
4 VIRGINIA IN JUNE 2019. THIS VEHICLE HAS 32,096 AND IS STILL
5 UNDER THE FACTORY BUMPER TO BUMPER WARRANTY. WE
6 HAVE BEEN EXPERIENCING AN ISSUE WITH THE SYSTEMS
7 AUTO-START STOP FEATURE. THE VEHICLE'S ENGINE STOPS
8 AT A RED LIGHT, AND WHEN WE RELEASE THE BRAKE, ON
9 NUMEROUS OCCASIONS THE VEHICLE FAILS TO RESTART THE
10 ENGINE AND STALLS IN THE MIDDLE OF THE ROAD. THIS HAS
11 HAPPENED MORE THAN 15 TIMES SINCE WE HAVE OWNED
12 THE VEHICLE AND PUTS US IN AN UNSAFE SITUATION. WE
13 TOOK OUR VEHICLE IN FOR SERVICE AT CHECKERED FLAG
14 ON 08/12/2021 AND EXPLAINED THE PROBLEM WE WERE
15 HAVING TO THE SERVICE TECHNICIANS. DURING THAT VISIT,
16 THEY WERE NOT ABLE TO DUPLICATE OUR ENGINE STALLING
17 ISSUE (SEE SERVICE RECORD ATTACHED). SINCE 08/2021, THIS
18 ISSUE HAS CONTINUED TO OCCUR 6-8 TIMES SINCE AUGUST.
19 THE ENGINE ATTEMPTS TO RESTART ITSELF AFTER LETTING
20 OFF THE BRAKE OR AFTER A SET PERIOD OF TIME, HOWEVER
21 AFTER ATTEMPTING TO CRANK THE ENGINE, THE CAR BEEPS
22 AND HAS TO BE RESTARTED MANUALLY. WHEN ATTEMPTING
23 TO RESTART THE CAR MANUALLY, THE CAR WILL NOT START
24 THE NEXT 2-3 ATTEMPTS, AND WILL EVENTUALLY RESTART
25 AFTER MULTIPLE PRESSES OF THE ENGINE START BUTTON.
26 THIS IS EXTREMELY UNSAFE AS WE ARE NOT ABLE TO MOVE
27 THE VEHICLE, SOMETIMES FOR A FEW MINUTES. ACCORDING
28 TO THE SERVICE RECORDS, THE TECHNICIANS PERFORMED A
BATTERY CHECK, AND THE BATTERY WAS FINE.
INFORMATION REDACTED PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).¹¹⁴

168. On January 27, 2022, the owner of a 2017 Honda Pilot filed the following
complaint with NHTSA:

25 THIS IS A RANDOM ISSUE THAT HAS NOW HAPPENED 3 TIMES
26 IN THE PAST COUPLE OF MONTHS. WHEN THE AUTO IDLE
27 SYSTEM IS ENGAGED AND GOING TO RESTART, THE CAR
28 STALLS. YOU ARE STUCK IN AN INTERSECTION, AT A LIGHT,

¹¹⁴ NHTSA ID 11446934

1 ETC. YOU THEN HAVE TO FIGURE OUT HOW TO RESTART THE
 2 CAR, WHICH ISN'T EASY, THE START BUTTON HAS TO BE
 3 PUSHED MULTIPLE TIMES AS YOU ARE TRYING NOT TO
 PANIC.

4 169. On February 4, 2022, the owner of a 2019 Honda Pilot filed the following
 5 complaint with NHTSA:

6 THE CONTACT OWNS A 2019 HONDA PILOT. THE CONTACT
 7 STATED THAT VEHICLE WAS EQUIPPED WITH THE
 8 START/STOP FEATURE; WHILE AT A STOP, AFTER RELEASING
 9 THE BRAKE PEDAL THE VEHICLE STALLED. THE CONTACT
 10 HAD TO PLACE THE VEHICLE IN PARK AND RESTART
 11 VEHICLE. THE HEATED SEAT ON THE DRIVER SIDE FAILED TO
 12 PRODUCE HEAT. ADDITIONALLY, WHILE TRAVELING AT HIGH
 13 SPEEDS THE VEHICLE STALLED AND WAS SLOW TO RESTART.
 14 THE VEHICLE WAS TAKEN TO THE LOCAL DEALER ON
 15 SEVERAL OCCASIONS WHERE IT WAS DIAGNOSED, AND THE
 16 CONTACT WAS INFORMED THAT A RODENT HAD CHEWED
 17 THROUGH THE WIRES. THE CONTACT WAS ALSO INFORMED
 18 THAT THE BATTERY NEEDED TO BE REPLACED. THE VEHICLE
 19 WAS REPAIRED HOWEVER, THE FAILURE REURRED. THE
 MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE
 FAILURE MILEAGE WAS 41,000.¹¹⁵

20 170. On February 6, 2022, the owner of a 2018 Honda Pilot filed the following
 21 complaint with NHTSA:

22 THE AUTO-IDLE FEATURE WILL UNEXPECTEDLY OVER-
 23 ENGAGE WHILE COMING TO A STOP AND THE ENTIRE
 VEHICLE WILL SHUT OFF. I AM UNABLE TO SHIFT, STEER, ETC.
 24 IT WILL ALSO COMPLETELY SHUT THE ENGINE DOWN WHEN
 AT A COMPLETE STOP. TO BE CLEAR, THIS IS NOT THE
 NORMAL AUTO-IDLE. WHEN THE FULL ENGINE DISENGAGE
 25 HAPPENS, THE ENTIRE VEHICLE LOSES POWER AND THE
 DASH FLASHES. THE VEHICLE STATES, "PUT INTO P". ONCE IN
 "P" FOR PARK, THE VEHICLE STILL WILL NOT RESTART. IT IS
 26 AS IF THE VEHICLE HAS TO "RESET" ITSELF. IT HAS TAKEN
 UPWARDS OF 4 MINUTES FOR THE VEHICLE TO RESTART. THIS
 27 HAS HAPPENED ON A HIGHWAY DURING CONSTRUCTION

28 ¹¹⁵ NHTSA ID 11450345

1 TRAFFIC, APPROACHING A STOP SIGN, SLOWING AT A RED
 2 LIGHT ON MULTIPLE OCCASIONS. I HAVE ALMOST BEEN
 3 REAR-ENDED AS A RESULT ON MUTIPLE OCCASIONS. I AM
 4 NOT EVEN ABLE TO PUT THE VEHICLE IN NEUTRAL TO MOVE
 5 IT TO A SAFE SPOT. HONDA INFORMED ME THAT I “JUST NEED
 6 TO DISENGAGE THIS FEATURE EACH AND EVERY TIME I
 7 START THE VEHICLE” . THAT IS NOT THE SOLUTION. THIS
 8 FEATURE SHOULD BE PERMANENTLY DISABLED BY HONDA.
 9 IMMEDIATELY¹¹⁶

10 171. On February 8, 2022, the owner of a 2018 Honda Pilot filed the following
 11 complaint with NHTSA:

12 THE AUTO ENGINE IDLE “FEATURE” AUTOMATICALLY SHUTS
 13 THE ENGINE OFF WHEN THE CAR COMES TO A STOP. THIS
 14 “FEATURE” IS SUPPOSED TO IMPROVE GAS MILEAGE,
 15 HOWEVER, I BELIEVE IT IS VERY DANGEROUS. THIS
 16 “FEATURE” HAS CAUSED MY VEHICLE TO STALL NUMEROUS
 17 TIMES IN STOP AND GO TRAFFIC, REQUIRING ME TO
 18 COMPLETELY STOP THE VEHICLE, PLACE IT IN PARK, AND
 19 THEN RESTART THE VEHICLE. THIS SEQUENCE HAS CREATED
 20 SEVERAL SCARY AND DANGEROUS SITUATIONS WHERE I
 21 WAS COMPLETELY STOPPED ON A BUSY FREEWAY. THIS
 22 “FEATURE’ WILL CAUSE ACCIDENTS IF IT HAS NOT ALREADY
 23 CAUSED THEM. THIS FEATURE CURRENTLY CANNOT BE
 24 PERMANENTLY DISABLED. IT MUST BE DISABLED
 25 MANUALLY EVERY TIME I DRIVE THE CAR. I HAVE ALSO
 26 CONTACTED HONDA DIRECTLY TO NOTIFY THEM OF THIS
 27 DEFECT.¹¹⁷

28 172. On February 16, 2022, the owner of a 2016 Honda Pilot filed the following
 29 complaint with NHTSA:

30 IT’S HAPPENED A FEW TIMES NOW, BUT AT A STOP SIGN OR
 31 LIGHT THE AUTO SHUT OFF WILL KICK ON, AND THE. THE
 32 ENGINE WILL SHUT OFF AND NOT TURN BACK ON. I WAS JUST
 33 STUCK BLOCKING TRAFFIC WHEN MY CAR REFUSING TO
 34 RESTART AFTER THE IDLE SHUT OFF. IT’S VERY DANGEROUS.

35 ¹¹⁶ NHTSA ID 11450663

36 ¹¹⁷ NHTSA ID 11450957

1 IT TOOK SERVAL TRIES TO GET MY CAR TO RESTART AND I
 2 WAS VERY PANICKED SOMEONE WOULD HIT ME.¹¹⁸

3 173. On February 20, 2022, the owner of a 2019 Honda Pilot filed the following
 4 complaint with NHTSA:

5 THE ENGINE TURNED OFF AND THE CAR WENT IN TO
 6 NEUTRAL GEAR WHILE SITTING AT A STOPLIGHT. THIS
 7 HAPPENED 2X IN 1 DAY. THE FIRST TIME, THE CAR WAS IN THE
 8 “AUTO ENGINE IDLE” MODE AND THE SECOND TIME I HAD
 9 DISABLED THE FEATURE SO IT WAS AT A REGULAR IDLE. THE
 10 DASH SAID THE CAR WAS IN ACCESSORY MODE AND TO PUSH
 11 THE BRAKE AND START THE CAR. I HAD TO SHIFT TO PARK TO
 12 BE ABLE TO RESTART THE CAR. I HAD CARS BEHIND ME
 13 HONKING THE HORN AND WAS AFRAID I WAS GOING TO BE
 14 REAR ENDED AT THE STOPLIGHT BY THE DRIVER BEHIND ME.
 15 THIS IS DEFINITELY A SAFETY HAZARD!¹¹⁹

16 174. On March 16, 2022, the owner of a 2017 Honda Pilot filed the following
 17 complaint with NHTSA:

18 DRIVING INTO WORK, BUSY ROAD/HEAVY TRAFFIC, THE
 19 AUTO-STOP ENGINE FUNCTION ENGAGED. IT SHUT DOWN
 20 THE ENTIRE CAR AND WOULD NOT RESTART AFTER
 21 RELEASING THE BRAKE. I HAD TO PUT ON FLASHER, AND
 22 THEN RESTART THE CAR AS NORMAL. COMPONENT FAILURE:
 23 AUTO-STOP SAFETY ISSUE: COULD BE REAR-ENDED, OR
 24 WORSE IF THIS HAPPENED IN AN INTERSECTION VEHICLE
 25 WILL BE INSPECTED TOMORROW BY HONDA. THIS PROBLEM
 26 HAS OCCURRED BEFORE.¹²⁰

27 175. On March 30, 2022, the owner of a 2018 Acura TLX filed the following
 28 complaint with NHTSA:

29 THE CONTACT OWNS A 2018 ACURA TLX. THE CONTACT
 30 STATED THAT WHILE DRIVING AT AN UNDISCLOSED SPEED,
 31 THE VEHICLE STALLED APPROXIMATELY TEN TIMES. THE
 32 VEHICLE INADVERTENTLY SHIFTED INTO NEUTRAL. THE

33 ¹¹⁸ NHTSA ID 11452321

34 ¹¹⁹ NHTSA ID 11453093

35 ¹²⁰ NHTSA ID 11456934

1 VEHICLE WAS RESTARTED AFTER FIVE MINUTES. THE LOCAL
 2 DEALER WAS CONTACTED. THE VEHICLE WAS DIAGNOSED
 3 AND REPAIRED. THE MANUFACTURER WAS NOT CONTACTED.
 4 THE FAILURE MILEAGE WAS APPROXIMATELY 47,700.
 5 CONSUMER STATED THERE WAS A KNOWN SOFTWARE BUG
 6 IN THE AUTO IDLE FEATURE, THAT NEEDED UPDATING.
 CONSUMER TOOK THE CAR TO THE DEALER AND HAD THE
 SOFTWARE UPDATED.¹²¹

7 176. On April 1, 2022, the owner of a 2018 Acura TLX filed the following
 8 complaint with NHTSA:

9 ENGINE FAILS TO START AFTER IDLE STOP, WHEN THE IDLE-
 10 STOP OFF BUTTON IS NOT ENGAGED, AND THE BATTERY
 DOESN'T HAVE ENOUGH POWER TO RE-START THE VEHICLE.
 11 ESSENTIALLY, THE ENGINE TRIES TO START UP AT A TRAFFIC
 LIGHT/INTERSECTION BUT FAILS, CAUSING THE CAR TO TURN
 12 OFF AND SHIFT TO NEUTRAL WITHOUT WARNING. I THEN
 HAVE TO REALIZE WHAT IS HAPPENING, SHIFT THE CAR
 13 FROM NEUTRAL TO PARK, AND HIT THE START BUTTON TO
 BE ABLE TO RE-START THE CAR. THERE IS NO WARNING
 14 FROM THE CAR THAT THE BATTERY IS GOING TO BE UNABLE
 TO KEEP THE CAR RUNNING, SO THE STALL IS 100%
 15 UNEXPECTED. THIS IS UNSAFE, AS THE RE-START PROCEDURE
 16 IS NOT INTUITIVE, TAKES TIME, AND CAUSES CARS BEHIND
 YOU TO START HONKING. IT COULD VERY EASILY CAUSE A
 17 CRASH. EITHER ACURA NEEDS TO FIX THIS ISSUE WITH A
 BATTERY WARNING, OR PROVIDE THE OPTION OF TURNING
 18 THE AUTO-IDLE STOP OFF BUTTON ON PERMANENTLY
 (WHICH SOME MEMBERS OF OUR GOVERNMENT WOULDN'T
 19 LIKE, BUT WOULD FIX THE PROBLEM AND KEEP SOMEONE
 FROM BEING SERIOUSLY INJURED). THIS IS ALSO A KNOWN
 20 ISSUE BY HONDA/ACURA, AS MANY OTHER OWNERS ARE
 REPORTING IT:
 21 [HTTPS://WWW.TLXFORUMS.COM/THREADS/ENGINE-FAILING-](https://www.tlxforums.com/threads/engine-failing-to-start-after-idle-stop.31809/)
 22 [TO-START-AFTER-IDLE-STOP.31809/](https://www.tlxforums.com/threads/engine-failing-to-start-after-idle-stop.31809/)¹²²

23 177. On April 5, 2022, the owner of a 2017 Honda Pilot filed the following

27 ¹²¹ NHTSA ID 11458976

28 ¹²² NHTSA ID 11459222

1 complaint with NHTSA:

2 FOR THE PAST FEW MONTHS, I HAVE BEEN HAVING ISSUES
3 WITH MY VEHICLE STALLING. THIS ISSUE OCCURS WHILE
4 STOPPED AT RED LIGHTS, STOP SIGNS, AND WHILE SITTING IN
5 STOP AND GO TRAFFIC. MY VEHICLE IS EQUIPPED WITH THE
6 AUTO START/STOP FEATURE, AND WHILE STOPPED AT A STOP
7 SIGN FOR INSTANCE, THE VEHICLE WILL AUTO STOP BUT
8 FAIL TO AUTO START WHEN TAKING MY FOOT OFF THE
9 BRAKE AND HITTING THE GAS. THIS HAS HAPPENED ON
10 NUMEROUS OCCASIONS, PUTTING THOSE IN THE VEHICLE
11 AND THOSE IN OTHER VEHICLES AROUND MY VEHICLE AT
12 RISK. I BROUGHT MY VEHICLE TO MY LOCAL DEALERSHIP, AT
13 WHICH POINT THEY CHECKED IT AND FOUND NOTHING
14 WRONG WITH THE VEHICLE. THEY ALSO STATED THAT THEY,
15 AND THE VEHICLE MANUFACTURER WERE AWARE OF THE
16 ISSUE, BUT HAVE NO SOLUTION FOR IT. THE FIRST TIME I
17 BROUGHT THE VEHICLE IN, THE DEALER TOLD ME THAT A
18 POSSIBLE FIX WAS AN UPDATE TO THE SYSTEM, HOWEVER I
19 WOULD HAVE TO PAY FOR THE UPDATE. AFTER THE SERVICE
20 ADVISER SPOKE WITH THE SERVICE MANAGER A FEW TIMES,
21 THE DEALERSHIP PAID FOR THE \$220 UPDATE. THE VEHICLE
22 HAS SINCE CONTINUED TO STALL, THE ONLY THING THAT
23 SEEMS TO ASSIST IS TO TURN OFF THE AUTO START/STOP
FEATURE EVERY TIME THE VEHICLE IS TURNED ON. LAST
THURSDAY, THE VEHICLE STALLED AGAIN ON MY WIFE WITH
OUR SON IN THE VEHICLE AT A T-INTERSECTION. THE
VEHICLE FAILED TO START FOR APPROXIMATELY 10-15
MINUTES. I CONTACTED MY DEALER AGAIN AND WAS
ADVISED TO BRING MY VEHICLE IN. I BROUGHT IT IN AND
WAS TOLD THAT I COULD HAVE A RENTAL CAR, BUT THAT I
WOULD NEED TO APPROVE PAYING A \$160 DIAGNOSTIC FEE.
THEY WERE UNSURE OF A PERMANENT SOLUTION FOR THE
PROBLEM.¹²³

24 178. On April 15, 2022, the owner of a 2016 Honda Pilot filed the following
25 complaint with NHTSA:

26 AUTO IDLE SYSTEM FAILS. AUTO IDEL TURNS OFF ENGINE AT
27 STOPS AND FAILS TO RESTART ENGINE WHEN FOOT IS

28 ¹²³ NHTSA ID 11459660

1 REMOVED FROM BRAKE. MUST RESTART CAR. ERRORS ON
 2 DASH WHICH MAY BE ASSOCIATED WITH ISSUE: CHARGING
 3 SYSTEM ERROR AUTO ENGINE IDLE STOP SYSTEM PROBLEM
 4 KEY FOB ERROR¹²⁴

5 179. On April 29, 2020, the owner of a 2016 Honda Pilot filed the following
 6 complaint with NHTSA:

7 VEHICLE STALLS AND SHUTS OFF AT A STOP WHEN ENGINE
 8 IDLE STOP IS ENABLED. ALL LIGHTS ON DASHBOARD ARE
 9 ILLUMINATED AND VEHICLE AUTOMATICALLY SETS TO N
 10 GEAR. UPON ATTEMPTING TO RESTART ENGINE, IT TAKES
 11 SEVERAL ATTEMPTS TO PUT VEHICLE BACK INTO P GEAR
 12 AND START ENGINE BY PRESSING THE PUSH START BUTTON
 13 AS WELL HAS HAVING FOOT ON THE BRAKE PEDAL. AFTER
 14 DOING SO, THE VEHICLE WILL START UP RIGHT AWAY AND
 15 CAN BE DRIVEN OFF NORMALLY WITH NO WARNING LIGHTS
 16 ILLUMINATED ON DASH. THIS ISSUE HAS HAPPENED
 17 NUMEROUS TIMES. WHEN ENGINE IDLE STOP IS DISABLED, IT
 18 DOES NOT HAPPEN. BATTERY HAS BEEN REPLACED AS WELL
 19 AS PUSH START BUTTON SWITCH PER SERVICE BULLETIN 20-
 20 117. SOFTWARE UPDATE FOR TCM/PGM HAS ALSO BEEN
 21 PERFORMED AS PER SET DTC P2638 (TORQUE MANAGEMENT
 22 FEEDBACK SIGNAL A RANGE/PERFORMANCE) U1211 LOST
 23 COMMUNICATION WITH SHIFTER, U0404 INVALID DATA
 24 RECEIVED FROM SHIFTER. DEALERSHIP HAS NOT BEEN ABLE
 25 TO DUPLICATE THE PROBLEM.¹²⁵

26 180. On May 1, 2022, the owner of a 2017 Honda Pilot filed the following
 27 complaint with NHTSA:

28 THE AUTO START-STOP FUNCTION IS NOT WORKING
 29 PROPERLY. IN SEVERAL OCCASIONS WHEN THE ENGINE
 30 STOPS AT A RED LIGHT THE ENGINE WILL NOT START AGAIN.
 31 THIS HAS CAUSED MANY DANGEROUS SITUATIONS AS WE
 32 GOT STUCK IN THE MIDDLE OF AN INTERSECTION. THE
 33 DEALER HAS NOT BEEN ABLE TO IDENTIFY THE PROBLEM.
 34 ALSO LINKED TO THIS ELECTRICAL PROBLEM IS AT TIME ALL

27 ¹²⁴ NHTSA ID 11460883

28 ¹²⁵ NHTSA ID 11462813

1 KIDS OF ELECTRICAL WARNING MESSAGES APPEAR IN THE
 2 CLUSTER. I EXPECT THIS TO BE AN ELECTRICAL/BATTERY
 3 RELATED PROBLEM.¹²⁶

4 181. On May 11, 2022, the owner of a 2018 Honda Pilot filed the following
 5 complaint with NHTSA:

6 MY VEHICLE WAS STOPPED AT A RED LIGHT IN A BUSY
 7 TURNING LANE. WHEN I PRESSED ON THE BRAKES TO STOP
 8 THE VEHICLE THE “IDLE-STOP” AUTOMATICALLY CAME ON.
 9 AS MY VEHICLE WAS IDLING, I WAITED FOR THE LIGHT TO
 10 TURN GREEN TO GO. ONCE I PRESSED ON THE GAS TO GO MY
 11 VEHICLE WENT HAYWIRE. I COULDN’T DRIVE FORWARD OR
 12 PUT THE VEHICLE IN ANY PARK MODE. EVERY LIGHT
 13 STARTED FLICKERING ON THE DASH, MY HAZARDS
 14 WOULDN’T COME ON, THE CAR WOULDN’T START AND
 15 EVERY TIME I TRIED ATTEMPTING TO TURN ON THE CAR IT
 16 CONTINUED TO DO THE SAME. I WAS STALLED AT A VERY
 17 BUSY INTERSECTION WITH NO HAZARD LIGHTS WITH TWO
 18 KIDS, THIS WAS FRIGHTENING. MY HUSBAND HAD TO
 19 RESTART THE VEHICLE WITH A BATTERY PACK. AFTER
 20 GETTING THE CAR CHECKED, THERE WERE NO SIGNS OF ANY
 21 BATTERY ISSUES OR ANY OTHER PROBLEMS, THE CAR
 22 SEEMED PERFECTLY FINE. NOW WE HAVE TO COMPLETELY
 23 TURN OFF THE “IDLE-STOP” BEFORE DRIVING OR THE CAR
 24 WILL STALL, SHUT OFF AND GO HAYWIRE. WE HAVE TO
 25 CONSTANTLY RESTART THE VEHICLE WITH A BATTERY PACK
 26 IN ORDER TO CONTINUE DRIVING. I ASKED SEVERAL PEOPLE
 27 AND APPARENTLY THIS IS A HUGE ISSUE AND PROBLEM FOR
 28 MANY WITH NO HELP FROM HONDA DEALERSHIPS TO FIX
 IT.¹²⁷

22 182. On June 7, 2022, the owner of a 2016 Honda Pilot filed the following
 23 complaint with NHTSA:

24 IF I FORGET TO TURN OFF THE AUTO IDLE BUTTON. IT IS A
 25 50/50 SHOT WHETHER MY VEHICLE WILL RESTART. IF THE
 26 VEHICLE DOES SHUT DOWN IT TAKES QUITE THE PROCESS TO

27 ¹²⁶ NHTSA ID 11462917

28 ¹²⁷ NHTSA ID 11464138

1 TRY TO GET THE VEHICLE TO START AGAIN. NUMEROUS
2 TIMES I'VE HAD ANGRY DRIVERS BEHIND ME BEEPING THEIR
3 HORNS AND THROWING THEIR HANDS UP AS I'M
4 FRANTICALLY TRYING TO GET THE VEHICLE TO RESTART.
5 WHEN I FINALLY DO GET THE VEHICLE RUNNING AGAIN IT'S
6 SEVERAL MINUTES LATER. I HAVE ADDRESSED THIS ISSUE
7 WITH HONDA OF FORT MYERS MULTIPLE TIMES. THEY HAVE
8 REPLACED THE START/STOP IGNITION BUTTON TWICE, BUT
9 THIS HAS NOT FIXED ANYTHING. THEY HAVE ALSO FORCED
ME TO PURCHASE A NEW BATTERY AS THEY ENSURED THIS
WAS THE ISSUE. THIS AGAIN DID NOT FIX THE PROBLEM. THIS
CONTINUES TO BE AN ONGOING SAFETY ISSUE THAT HONDA
IS AWARE OF, BUT NEGLECTS TO DO ANYTHING ABOUT IT.¹²⁸

10 183. On June 7, 2022, the owner of a 2017 Honda Pilot filed the following
11 complaint with NHTSA:

12 ON NUMEROUS OCCASIONS WHEN ENGINE HAS
13 AUTOMATICALLY STOPPED, IT HAS FAILED TO RESTART TO
14 ALLOW CONTINUED DRIVING.¹²⁹

15 184. On June 7, 2022, the owner of a 2018 Honda Pilot filed the following
16 complaint with NHTSA:

17 THE ENGINE FAILED TO RESTART ON ITS OWN FROM A
18 COMPLETE STOP AT A TRAFFIC LIGHT ON THREE SEPARATE
19 OCCASIONS WITH THE AUTO START/STOP FUNCTION
ENGAGED.¹³⁰

20 185. On June 7, 2022, the owner of a 2019 Honda Pilot filed the following
21 complaint with NHTSA:

22 I STOPPED AT A RED LIGHT DOWNTOWN. THE AUTO ENGINE
23 STOP/START DID NOT START WHEN THE GREEN LIGHT CAME.
24 IT WAS NOT POSSIBLE TO CHANGE GEARS OR PLACE THE CAR
25 IN NEUTRAL. ALL LIGHTS AND RADIO WERE WORKING. MUCH
ANXIETY BECAUSE ALL OTHER CARS WERE HONKING.
COULD NOT GET OUT OF THE CAR WITHOUT RISK OF BEING

26 ¹²⁸ NHTSA ID 11468067

27 ¹²⁹ NHTSA ID 11468086

28 ¹³⁰ NHTSA ID 11468058

HIT BY ANOTHER CAR. POLICE CAME BY AND HELPED CALLING A TWO TRUCK- \$200 TO TOW TO A PARKING PLACE TWO BLOCKS DOWN THE STREET. CAR COULD NOT BE PLACE IN NEUTRAL. TOWED TO A DEALERSHIP, THEY REPLACED THE BATTERY. (SURPRISING SINCE ALL ELECTRICAL WAS WORKING FINE) IT HAS NOT HAPPENED AGAIN, BUT I AM INACTIVATING THE AUTOMATIC FEATURE EVERYTIME I RIDE THE CAR.¹³¹

186. On June 7, 2022, the owner of a 2020 Honda Pilot filed the following complaint with NHTSA:

AUTO ENGINE IDLE ENGAGED AND THE VEHICLE DIED AND WOULD NOT RESTART. THE VEHICLE HAS DIED A COUPLE OF TIMES IN THE PAST IN SIMILAR CIRCUMSTANCES BUT ALWAYS RESTARTED UNTIL THE MOST RECENT INCIDENT. THIS LEFT US STRANDED IN THE MIDDLE OF THE ROAD AT AN INTERSECTION WITH NO WAY TO PUT THE VEHICLE IN NEUTRAL AND PUSH IT TO THE SIDE OF THE ROAD WHICH IS ANOTHER UNRELATED SAFETY COMPLAINT. THE CAR CANNOT BE TAKEN OUT OF PARK WHEN NOT RUNNING. THE COMPONENT HAS NOT BEEN INSPECTED AS OF THE TIME OF THIS COMPLAINT BUT IS BEING SCHEDULED FOR REVIEW BY THE SERVICE SHOP. THERE WERE NO WARNINGS OR MESSAGES PRIOR TO THE INCIDENTS OCCURRING.¹³²

187. On June 8, 2022, the owner of a 2017 Acura TLX filed the following complaint with NHTSA:

AUTO STOP/START FEATURE FAILS TO RESTART VEHICLE, RENDERING VEHICLE INOPERABLE. POWERING OFF THE VEHICLE AND THEN POWERING UP THE VEHICLE THUS FAR HAS RESTARTED EVERYTHING, MUCH TO THE FRUSTRATION OF MYSELF AND THE DRIVERS BEHIND ME.¹³³

188. On June 8, 2022, the owner of a 2018 Honda Pilot filed the following complaint with NHTSA:

¹³¹ NHTSA ID 11468024

¹³² NHTSA ID 11468027

¹³³ NHTSA ID 11468113

1 THE ENGINE AUTOMATIC IDLE STOP MALFUNCTIONS ON A
 2 REGULAR BASIS. AT IDLE, THE ENGINE WILL STOP AND IS
 3 SUPPOSED TO RE-START AUTOMATICALLY AND ON AVERAGE
 4 ONCE PER WEEK THE ENGINE WILL NOT RE-START. THE CAR
 5 WILL NEED TO BE PUT INTO PARK AND THEN MANUALLY
 6 RESTARTED. THIS USUALLY OCCURS WHILE AT A TRAFFIC
 7 SIGNAL AND LEAVES US STUCK BLOCKING TRAFFIC. IT HAS
 8 OCCURRED COUNTLESS TIMES IN THE THREE YEARS WE
 9 HAVE OWNED THE VEHICLE. WE HAVE TAKEN IT BACK TO
 10 HONDA MULTIPLE TIMES TO COMPLAIN BUT THEY HAVE
 11 NEVER BEEN ABLE TO FIND A PROBLEM.¹³⁴

12 189. On June 8, 2022, the owner of a 2018 Honda Odyssey filed the following
 13 complaint with NHTSA:

14 AUTO RESTART FEATURE WHEN ENABLED DID NOT RESTART
 15 VEHICLE AFTER COMING TO A STOP AT STOPLIGHT ON
 16 MULTIPLE OCCASIONS IN THE LAST FEW MONTHS
 17 RENDERING VEHICLE UNABLE TO PROCEED. WE RECENTLY
 18 SAW NEWS ARTICLE ABOUT SAME ISSUE WITH PILOTS.¹³⁵

19 190. On June 8, 2022, the owner of a 2019 Honda Pilot filed the following
 20 complaint with NHTSA:

21 -THE ENGINE FAILED TO RESTART ON ITS OWN FROM A
 22 COMPLETE STOP AT A TRAFFIC LIGHT WITH THE AUTO
 23 START/STOP FUNCTION. THIS HAS OCCURRED ON MULTIPLE
 24 OCCASIONS. -THIS STARTED OCCURRING IN THE SUMMER OF
 25 2021. THE FIRST COUPLE OF TIMES, THE ENGINE WOULD
 26 STALL BUT WOULD IMMEDIATELY START UP AGAIN AFTER
 27 TURNING THE KEY ON. ON ONE OCCASION, IT STALLED AT
 28 A TRAFFIC LIGHT AND IT TOOK ABOUT 30 SECONDS TO GET
 THE ENGINE BACK ON. ON OR ABOUT 8/12/21, WE WERE
 STOPPED AT A TRAFFIC LIGHT AT A BUSY INTERSECTION AND
 THE ENGINE STALLED AND WOULD NOT RESTART. WE
 BLOCKED A LANE FOR OVER AN HOUR UNTIL A TOW TRUCK
 WAS FINALLY ABLE TO RETRIEVE THE CAR. THE BATTERY
 COULD NOT BE JUMP STARTED. -THE CAR WAS TAKEN TO THE

27¹³⁴ NHTSA ID 11468332

28¹³⁵ NHTSA ID 11468182

1 HONDA DEALERSHIP AND THEY SAID IT WAS DUE TO A
 2 FAULTY BATTERY AND REPLACED THE BATTERY. HOWEVER,
 3 WITHIN 9 MONTHS OF THE REPLACEMENT (CURRENTLY), THE
 4 CAR HAS STARTED STALLING AGAIN INTERMITTENTLY.
 5 MOST OF THE TIME, WE REMEMBER TO TURN THE AUTO
 6 START-STOP FEATURE BEFORE WE START DRIVING, WHICH
 7 SEEMS TO HELP, BUT ON THE OCCASIONS THAT WE FORGET,
 8 IT HAS STALLED ON AT LEAST 2 OCCASIONS. SO FAR, WE'VE
 9 BEEN ABLE TO START THE ENGINE AGAIN QUICKLY AND
 10 KEEP MOVING. -THERE HAVE BEEN NO WARMING LAMPS,
 11 MESSAGE OR OTHER SYMPTOMS PRIOR TO THESE INCIDENTS.
 12 -WE HAVE BEEN EXTREMELY DISAPPOINTED WITH THE
 13 MANNER THAT HONDA USED WHEN WE VOICED THESE
 14 CONCERNS IN AUGUST 2021. THEY WERE VERY DISMISSIVE
 15 AND DID NOT SEEM TO BELIEVE MY REPORT, DESPITE THE
 16 CAR ONLY BEING LESS THAN 3 YEARS OLD AT THE TIME OF
 17 THE FIRST INCIDENT. WHEN I STATED THAT THIS POSED A
 18 SERIOUS SAFETY ISSUE BECAUSE A CAR COULD STALL AT
 ANY TIME, THEY STATED IT SHOULDN'T POSE A MAJOR
 THREAT BECAUSE THE INCIDENTS ONLY HAPPENED WHEN
 THE VEHICLE WAS STOPPED AND OTHER VEHICLES WOULD
 LIKELY ALSO BE STOPPED, THEREBY ELIMINATING ANY
 CHANCE OF IMPACT. THIS IS CLEARLY AN ERRONEOUS
 CONCLUSION AS MY VEHICLE COULD EASILY COME TO A
 STOP IN HEAVY TRAFFIC ON AN INTERSTATE AND OTHER
 CARS MAY NOT REACT QUICK ENOUGH TO STOP.¹³⁶

19 191. On June 8, 2022, the owner of a 2019 Honda Pilot filed the following
 20 complaint with NHTSA:

21 TWICE SINCE PURCHASING THE VEHICLE LAST YEAR THE
 22 AUTOMATIC START/STOP FEATURE ON THE HONDA HAS
 23 FAILED TO RESTART THE ENGINE ONCE WE TOOK OUR FOOT
 24 OFF THE BRAKE PEDAL. THE FIRST TIME WAS MORE THAN SIX
 25 MONTHS AGO. WE WERE AT A LIGHT AND THE VEHICLE DID
 26 NOT START AFTER TAKING MY FOOT OFF THE BRAKE WHEN
 27 THE LIGHT TURNED GREEN. I TRIED PUTTING IT IN PARK AND
 THEN RESTARTING THE VEHICLE WITH THE TOUCH BUTTON
 BUT IT DIDN'T WORK. I TRIED WITH THE REMOTE START

28 ¹³⁶ NHTSA ID 11468213

1 FEATURE ON THE KEY AND IT WOULD NOT START THAT WAY.
 2 AT THIS POINT TRAFFIC WAS HONKING AND GOING AROUND
 3 US. I STARTED PUSHING THE PARK AND NEUTRAL BUTTON TO
 4 MAKE SURE IT WAS IN PARK, BUT NOTHING WORKED. I
 5 FINALLY GOT THE VEHICLE TO RESTART BY HOLDING THE
 6 START BUTTON ON THE DASH FOR ABOUT 10-15 SECONDS.
 7 WHEN I TOOK IT INTO THE DEALER A MONTH OR SO LATER
 8 TO HAVE A RECALL TAKEN CARE OF I BROUGHT IT UP TO THE
 9 ADVISOR AND HE ASKED IF IT HAS HAPPENED SINCE THEN. I
 10 SAID NO AND HE SAID IT WAS PROBABLY SOMETHING I DID...
 11 THE SECOND TIME, WAS 5/11/2022 AROUND 11 AM. I WAS ON
 12 THE WAY TO THE HONDA DEALERSHIP TO BUY AN OIL FILTER
 13 AND CRUSH RING TO CHANGE THE OIL. I HAD BEEN DRIVING
 14 FOR ABOUT A HALF AN HOUR, STOPPED AT A RED LIGHT IN
 15 FRONT OF THE DEALERSHIP AND IT HAPPENED AGAIN. ONCE
 16 AGAIN, TRAFFIC ON THE OFFRAMP STARTED PILING UP,
 PEOPLE WERE HONKING AND GOING AROUND ON THE
 SHOULDER. I TRIED THE SAME PROCEDURE AS BEFORE BUT
 IT DIDN'T WORK AT FIRST. I TRIED IT A COUPLE OF TIMES AND
 THE VEHICLE FINALLY STARTED. THE VEHICLE HAS NOT
 BEEN SCANNED WITH A SCANNER SINCE THE LAST TIME SO
 THERE IS PROBABLY A STORED CODE IF YOU NEED TO
 VERIFY THIS.¹³⁷

17 192. On June 8, 2022, the owner of a 2019 Acura TLX filed the following
 18 complaint with NHTSA:

19 THE AUTO START STOP FEATURE FAILED TO START VEHICLE
 20 IN 3 DIFFERENT OCCASIONS, LEADING TO A TRAFFIC JAM
 21 EVERY TIME AND VEHICLES BEHIND ME ALMOST HITTING ME
 22 BECAUSE THEY THOUGHT I WILL BE MOVING WITH TRAFFIC,
 STILL WAITING ON ACURA FOR APPOINTMENT TO BRING
 VEHICLE¹³⁸

23 193. On June 9, 2022, the owner of a 2019 Honda Pilot filed the following
 24 complaint with NHTSA:

25 WHEN THE CAR IS STOPPED IT WILL SOMETIMES TURN OFF. IT

26
 27 ¹³⁷ NHTSA ID 11468123
 28 ¹³⁸ NHTSA ID 11468127

1 HAS HAPPENED AT LEAST TWICE IN THE LAST WEEK - ONCE
 2 IN A DRIVE THROUGH AND ONCE AT A STOP SIGN. THE CAR
 3 COMES TO A STOP NORMALLY BUT WHEN IT IS TIME TO
 4 ACCELERATE THE ENGINE TURNS OFF & THE ELECTRICAL
 5 STARTS ACTING WEIRD. I HAVE TO POWER THE CAR OFF AND
 6 ON A COUPLE OF TIMES BEFORE I CAN GET IT GOING AGAIN.
 7 I TOOK THE CAR INTO HONDA TODAY AND THEY COULD NOT
 8 FIND ANY PROBLEMS WITH THE CAR. I AM SCARED THAT THIS
 9 WILL HAPPEN ON THE FREEWAY DURING TRAFFIC AND
 SOMEONE WILL COME CRASHING INTO ME.¹³⁹

10 194. On June 9, 2022, the owner of a 2019 Honda Pilot filed the following
 11 complaint with NHTSA:

12 I HAVE COMPLAINED TO THE HONDA DEALER DURING EACH
 13 OIL CHANGE THAT MY ENGINE SHUTS OFF WHEN I AM
 14 DRIVING AND COME TO A STOP AT INTERSECTIONS. I
 15 BROUGHT UP THAT I HAD THE CAR BATTERY CHANGED
 16 THREE TIMES ALREADY DUE THE SUSPICION THAT THE
 17 BATTERY WAS CAUSING THE ISSUE. THEY TESTED THE
 18 BATTERY AND FOUND THAT IT WASN'T THE PROBLEM. I
 19 ASKED THEM TO LOOK AT THE SPARK PLUGS, AGAIN, NO
 20 ISSUES. THEY TOOK A TEST DRIVE AND COULD NOT
 21 REPLICATE THE ISSUE. THE PROBLEM STEMS FROM THE
 22 FEATURE THAT AUTOMATICALLY SHUTS OFF THE ENGINE
 23 WHEN THE BRAKES ARE DEPRESSED AND THE VEHICLE IS AT
 24 A COMPLETE STOP. WHEN THE BRAKE IS RELEASED, THE
 25 ENGINE ATTEMPTS TO TURN BACK ON, BUT FAILS. THERE
 26 ARE MANY INDICATOR LIGHTS THAT TURN ON THAT
 27 INDICATE A FAULT. I HAVE TO MANIPULATE THE GEAR
 28 SELECTOR BUTTONS TO GET THE VEHICLE TO SHUT DOWN
 AND ATTEMPT TO RESTART THE ENGINE AGAIN. MY VEHICLE
 HAS SHUT OFF TENS OF TIMES WHILE DRIVING. MY ONLY FIX
 AT THE MOMENT IS TO PRESS A BUTTON NEAR THE BOTTOM
 OF THE GEAR SELECTOR THAT DISABLES THE AUTOMATIC
 ON-OFF ENGINE SHUTOFF. THIS IS WHAT I MUST NOW DO
 WHEN I FIRST START MY ENGINE ON. I HAVE BEEN PUT IN
 DANGEROUS SITUATIONS WHEN AT INTERSECTIONS,
 PARTICULARLY AT RIGHT TURNS WHEN MY ENGINE SHUTS

¹³⁹ NHTSA ID 11468539

1 OFF AND THERE IS ONCOMING VEHICLES. I HAVE HAD
2 EXPENSES GETTING THIS ISSUE LOOKED AT AND GETTING
3 NEW BATTERIES, WHICH DID NOT RESOLVE THE ISSUE.¹⁴⁰

4 195. On June 9, 2022, the owner of a 2019 Honda Odyssey filed the following
complaint with NHTSA:

5 FREQUENTLY THE ENGINE WILL STALL ON RESTART AFTER
6 IDLE STOP SYSTEM CUTS THE ENGINE OFF AT A LIGHT.
7 OCCASIONALLY THE STALL WILL LEAD TO A FULL REBOOT
8 OF THE CONTROL SYSTEM TAKING UP TO 3 MINUTES TO
ALLOW A RESTART OF THE ENGINE.¹⁴¹

9 196. On June 11, 2022, the owner of a 2020 Honda Pilot filed the following
complaint with NHTSA:

10 WHEN ENGINE AUTO-SHUTOFF WAS ON (AS IT IS
11 AUTOMATICALLY EVERY TIME THE CAR IS STARTED) I CAME
12 TO A COMPLETE STOP AND THE VEHICLE TURNED OFF
13 COMPLETELY. I WAS IN THE MIDDLE OF THE ROAD ON EVERY
14 OCCASION THIS OCCURRED. THE VEHICLE WOULD NOT
15 RESTART FOR AT LEAST 30 SECONDS.¹⁴²

16 197. On June 12, 2022, the owner of a 2018 Honda Pilot filed the following
complaint with NHTSA:

17 ENGINE FAILED TO RESTART AFTER THE AUTO STOP/START
18 FEATURE SHUT THE ENGINE OFF WHILE I WAS STOPPED
19 MAKING A LEFT TURN ONTO A BUSY ROAD. THIS IS THE 3RD
20 TIME THIS HAS HAPPENED. I AM UNABLE TO DISABLE THIS
21 FEATURE PERMANENTLY. I HAVE TO SHUT THIS FEATURE OFF
22 MANUALLY EACH TIME I START THE CAR. THE PRIOR TWO
23 TIMES I WAS STOPPED ON A BUSY ROAD FOR A CAR STOPPED
24 IN FRONT OF ME AND THE CAR FAILED TO RESTART
EXPOSING MY FAMILY AND I TO A POTENTIAL REAR END
COLLISION. THIS FEATURE IS VERY DANGEROUS AND IT IS

25 ¹⁴⁰ NHTSA ID 11468363

26 ¹⁴¹ NHTSA ID 11468548

27 ¹⁴² NHTSA ID 11468757

1 ONLY A MATTER OF TIME TILL SOMEONE IS HURT.¹⁴³

2 198. On June 12, 2022, the owner of a 2019 Honda Pilot filed the following
3 complaint with NHTSA:

4 AUTO START/STOP ENGINE STARTS TO STALL AND CAN TAKE
5 5 SECONDS OR MORE BEFORE RESTARTING. THIS IS
6 DANGEROUS WHEN GOING IN STOP AND GO TRAFFIC. HAVING
7 DEALER LOOK AT IT IN THE UPCOMING WEEK. NO WARNING
SIGNS.¹⁴⁴

8 199. The above complaints are a representative sampling of the hundreds of
9 complaints posted to NHTSA and other online sources.

10 200. The significance of the complaints to Honda is evident when compared to
11 similar complaints about its competitors. For example, searching NHTSA's database
12 for 2016-2020 Honda Pilot vehicles with complaints that include both the terms "auto"
13 AND "start" produced 184 hits. The same search produced zero hits for 2016-2020
14 Toyota 4Runner vehicles, and four hits for 2016-2020 Toyota Highlander vehicles.
15 Likewise, the same search produced zero hits for 2016-2020 Ford Explorer vehicles,
16 and only one hit for 2016-2020 Ford Expedition vehicles.

17 201. Customers also post vehicle complaints on other websites, such as
18 carcomplaints.com, which, upon information and belief, Honda monitors to track
19 product performance and customer satisfaction. On November 3, 2015, an owner of a
20 2016 Honda Pilot posted the following complaint on carcomplaints.com:

21 Well, I decided to purchase a new 2016 Honda Touring Pilot from a local
22 dealer. I have been reading an awful lot of complaints on this new vehicle
23 from Piloteers.org. I have to say that I am not experiencing all the same
24 complaints, however, at this point, only one. My Auto Idle Stop feature
25 does not work or it works intermittently. Jury is still out on that issue. I
26 received the SUV with 12 miles on her. I started to realize soon after that
my Auto Stop Idle was not working. It did work a few times, etc... This
was probably around 250 miles. I took Suv to dealer at 333 miles on her,

27 ¹⁴³ NHTSA ID 11468907

28 ¹⁴⁴ NHTSA ID 11468899

1 where they sat me down and explained that a lot of certain conditions need
 2 to be met for it to work. I replied, that I read the manual and CD. I met all
 3 those requirements. "It still does not work." Actually, I just looked at what
 4 the service tech wrote in her comments and don't agree at all. She wrote
 5 "C/S Stop Idle is Inop. Please advise. Customer spoke with Scott-will
 6 leave his last name omitted and went over stop Idle operation. No
 7 corrective action to be made. Working as described." How can she say, it
 8 is working as described? Scott indicated that he didn't know why it isn't
 9 working. He went on to tell me that unless the icon flashes and throws a
 10 code, they can't do anything. I understand that logic, however, it isn't
 11 working and it isn't throwing any codes to the computer. What do I have
 12 to do to get this to work? It should work every time I have the system on
 13 and ready. Seat belt on, defroster off, all engine temps normal because of
 driving the SUV, system on and ready, no flashing icon. What do they
 want, screaming kids in the back seat bouncing all around to get this
 system to work? Bottom line is that it does not work and I somewhat felt
 blown off at my dealer. I realize that the SUV is brand new. I don't know
 what to do. I paid over 46k and feel all advertised systems should work
 100% of the time. Thank you.¹⁴⁵

14 202. On October 16, 2015, the owner of a 2016 Honda Pilot posted the
 15 following complaint on carcomplaints.com:

16 My 2016 Honda Pilot Elite has been back to the dealer four times for a
 17 fix to the auto idle stop problem. Each time they report a different fix and
 18 it works for a period of days or weeks, then stops again. Last visit they
 19 said it was because of a defective vehicle battery. Again it worked for less
 20 than two weeks. I really like this vehicle and do not want to avail myself
 of the State Lemon Law protections. I just want this issue fixed once and
 for all¹⁴⁶

21 203. On November 18, 2015, the owner of a 2016 Honda Pilot posted the
 22 following complaint on carcomplaints.com:

23 I have 2016 Pilot Elite and took for repair same place where i purchase.
 24 Third time they they fixed the original problem but it crest other problem.
 25 Original problem is while i driving it start misfiring the engine and all
 26 light in dash board start blinking. You fill like you are driving without

27 ¹⁴⁵ https://www.carcomplaints.com/Honda/Pilot/2016/engine/auto_idle_stop_does_not_work.shtml
 (last visited June 16, 2022)

28 ¹⁴⁶ *Id.*

1 exhaust system. First time i took for repair dealers say PCM has to reset
 2 it. Second time i took for repair they said catalytic convertor need to
 3 replace. Third time i took it they said injected need to replace. Now other
 4 problem came up is my Auto Engine Idle on/of dose not working. I think
 this car is LEMON CAR.¹⁴⁷

5 204. On November June 6, 2021, the owner of a 2020 Acura TLX posted the
 6 following complaint on carcomplaints.com:

7 Two times in three weeks with the auto idle stop active the car failed to
 8 restart on a green light. Following all the prompts in the car it takes over
 a minute to re start the car while blocking traffic.¹⁴⁸

9 205. Honda also knew about the Idle Stop Defect from its warranty data. Per
 10 the TREAD Act, Honda tracks its vehicles' diagnoses and repairs from dealership
 11 technicians in a single, aggregated database. Honda employs people who monitor the
 12 database for repair trends, and engineering and management staff review such trends
 13 in regular meetings.¹⁴⁹ For every complaint that a consumer files with NHTSA, Honda
 14 likely receives hundreds or thousands of related warranty claims.¹⁵⁰ Accordingly,
 15 Honda likely received hundreds or thousands of Idle Stop Defect warranty claims
 16 starting as far back as late 2015 or early 2016, before Plaintiff purchased his vehicle.

17 206. Despite knowing of the Idle Stop Defect, Honda extensively advertised
 18 the safety of the Class Vehicles, while concealing the Idle Stop Defect.

19 207. For example, Honda currently dedicates a page on its website to "safety,"
 20 where Honda touts the safety of its vehicles, including a "collision-free future" and
 21 "advanced collision mitigation systems":¹⁵¹

23 ¹⁴⁷ *Id.*

24 ¹⁴⁸ <https://www.carcomplaints.com/Acura/TLX/2020/engine/engine.shtml>

25 ¹⁴⁹ <https://static.nhtsa.gov/odi/rcl/2020/RCLRPT-20V439-2939.PDF>

26 ¹⁵⁰ <https://static.nhtsa.gov/odi/rcl/2017/RMISC-17V418-5009.pdf> (zero field reports, 3,826
 warranty claims);

27 ¹⁵¹ <https://www.honda.com/safety> (last visited June 16, 2022).

The background image shows a bridge spanning a wide river at sunset, with the city's skyscrapers visible across the water. The sky is a warm orange and yellow. In the foreground, there is a semi-transparent dark overlay with white text.

HONDA
The Power of Dreams

About Us

ABOUT US

The Power Of Dreams

Mobility

Environment

Community

Safety

History

OUR COLLISION-FREE FUTURE

Creating a world where collisions no longer happen is one of our most monumental dreams yet, and we're already working toward making it come true with advanced suites of collision-avoidance and driver-assistive technologies called HondaSensing® and AcuraWatch™. Through

these and future innovations, we are working toward realizing our vision of a collision-free society.

HONDA
The Power of Dreams

About Us

Safe and Sound

We're focused on the safety of all road users. That's why we've developed safety technology that not only helps protect occupants but takes into consideration pedestrians as well.

Our associates developed advanced collision mitigation systems to help reduce the likelihood of collisions. And, in the event of impact, they created Advanced Compatibility Engineering™ (ACE™) body structures in all our vehicles to help absorb the impact of frontal collisions to reduce the likelihood or severity of injury.

207. In 2020, Honda launched its “Safety for Everyone” marketing campaign to convince consumers that everyone “can safely and confidently enjoy the freedom of mobility” in Honda vehicles.¹⁵²

208. Honda also made similar representations and omissions when marketing the Class Vehicles. For example, Honda directly marketed the Class Vehicles to consumers via extensive nationwide, multimedia advertising campaigns on television, the Internet, billboards, print publications, mailings, and through other mass media, which impart a uniform and persuasive marketing message.

209. In the sales brochure for the 2016 Honda Pilot, Honda advertised

¹⁵²<https://hondanews.com/en-US/honda-corporate/releases/release-77eb8ddd88ce8b803d48f5ee690002b4-powerful-stories-about-safety-performance-from-honda-customers-and-family-members-expand-honda-safety-for-everyone-brand-campaign>

1 “Sensible Safety.”¹⁵³

2 210. In the sales brochure for the 2017 Honda Pilot, Honda stated that it was
 3 “looking out for you.”¹⁵⁴

4 211. In the sales brochure for the 2017 Honda Odyssey, Honda stated that
 5 occupant safety is the “top priority.”¹⁵⁵

6 212. In the sales brochure for the 2018 Honda Odyssey, Honda stated that the
 7 vehicle was “solid on safety.”¹⁵⁶

8 213. In the sales brochure for the 2019 Honda Odyssey, Honda stated that it
 9 strives to provide safety features that “ensure the safety of the occupants” and that this
 10 gives the occupants “peace of mind” while driving.¹⁵⁷

11 214. In the sales brochure for the 2017 Acura MDX, Honda boasted that its
 12 vehicle protect “your back, your front, and your sides.”¹⁵⁸

13 215. In the sales brochure for the 2018 Acura MDX, Honda boasted that its
 14 vehicles are “safe enough for . . . families to ride in” and that its goal is to exist in a
 15 world where there are zero collisions.¹⁵⁹

16 216. In the sales brochure for the 2019 Acura MDX, Honda stated that
 17 occupant safety is the “top priority.”¹⁶⁰

18 208. Honda consistently promoted the Class Vehicles as safe, while knowingly
 19 omitting and concealing information about material defects in the Class Vehicles from
 20 consumer, including Plaintiff and the other Class members.

21
 22 ¹⁵³ <https://automobiles.honda.com/images/2016/pilot/downloads/2016-pilot-brochure.pdf>

23 ¹⁵⁴ https://automobiles.honda.com/-/media/Honda-Automobiles/Vehicles/2017/Pilot/Pilot-Brochures/V2/MY17_Pilot_Online_Brochure.pdf

24 ¹⁵⁵ <https://automobiles.honda.com/images/2017/odyssey/downloads/2017-odyssey-brochure.pdf>

25 ¹⁵⁶ <https://www.daltonhonda.com/pdf/2018-honda-odyssey.pdf>

26 ¹⁵⁷ <https://www.daltonhonda.com/pdf/2019-odyssey.pdf>

27 ¹⁵⁸ https://www.auto-brochures.com/makes/acura/tlx/Acura_US%20TLX_2017.pdf

¹⁵⁹ https://www.auto-brochures.com/makes/acura/mdl/Acura_US%20MDX_2018.pdf

¹⁶⁰ https://www.auto-brochures.com/makes/acura/mdl/Acura_US%20MDX_2019.pdf

1 209. Had Honda disclosed the Idle Stop Defect, Plaintiff and the other Class
2 members would not have purchased their Class Vehicles, or would have paid less for
3 them.

4 210. Honda also issued written warranties with the sale of the Class Vehicles.
5 The written warranties were for the benefit of Plaintiff and the Class members and were
6 issued for the purpose of persuading them to purchase their respective Class Vehicles.

7 **V. TOLLING OF THE STATUTES OF LIMITATION**

8 **A. DISCOVERY RULE TOLLING**

9 211. Plaintiff and the other Class members could not have discovered through
10 the exercise of reasonable diligence that their Class Vehicle were defective within the
11 time period of any applicable statutes of limitation.

12 212. Neither Plaintiff nor the other Class members knew or could have known
13 of the Idle Stop Defect in their Class Vehicles, at least until after the ODI Report was
14 publicly issued.

15 **B. FRAUDULENT CONCEALMENT TOLLING**

16 213. Throughout the time period relevant to this action, Honda concealed from
17 and failed to disclose to Plaintiff and the other Class members vital information about
18 the Idle Stop Defect described herein.

19 214. Indeed, Honda kept Plaintiff and the other Class members ignorant of vital
20 information essential to the pursuit of their claims. As a result, neither Plaintiff nor the
21 other Class members could have discovered the defect, even upon reasonable exercise
22 of diligence.

23 215. Specifically, since at least October 2015, Honda has been aware that the
24 Idle Stop feature that it installed in the Class Vehicles was defective.

25 216. Despite its knowledge of the defect, Honda failed to disclose and
26 concealed, and continues to conceal, this critical information from Plaintiff and the
27 other Class members, even though, at any point in time, it could have done so through

1 individual correspondence, media release, or by other means.

2 217. Honda affirmatively and actively concealed the Idle Stop Defect when it
3 continued marketing the Idle Stop feature and introducing new vehicles with this
4 feature, despite knowing that it was defective.

5 218. Plaintiff and the other Class members justifiably relied on Honda to
6 disclose the Idle Stop Defect in the Class Vehicles that they purchased or leased,
7 because that defect was hidden and not discoverable through reasonable efforts by
8 Plaintiff and the other Class members.

9 219. Thus, the running of all applicable statutes of limitation have been
10 suspended with respect to any claims that Plaintiff and the other Class members have
11 sustained as a result of the defect, by virtue of the fraudulent concealment doctrine.

12 **C. ESTOPPEL**

13 220. Honda was under a continuous duty to disclose to Plaintiff and the other
14 Class members the true character, quality, and nature of the Class Vehicles.

15 221. Honda knowingly concealed the true nature, quality, and character of the
16 Class Vehicles.

17 222. Based on the foregoing, Honda is estopped from relying on any statutes
18 of limitations in defense of this action.

19 **VI. CLASS ACTION ALLEGATIONS**

20 223. Plaintiff brings this action pursuant to Rules 23(a), 23(b)(2), 23(b)(3), and
21 23(c)(4) of the Federal Rules of Civil Procedure, individually and on behalf of all others
22 similarly situated.

23 224. Plaintiff seeks to represent the following Classes:

24 *All persons who purchased or leased a Class Vehicle (as
25 defined herein) that was purchased or leased in the United
26 States (the “Nationwide Class”).*

27 *All persons who purchased or leased a Class Vehicle (as
28 defined herein) that was purchased or leased in the State of
Florida (the “Florida Class”).*

1
2 225. Excluded from the Classes are Defendants HML and HMA and any of
3 their members, affiliates, parents, subsidiaries, officers, directors, employees,
4 successors, or assigns; the judicial officers, and their immediate family members; and
5 Court staff assigned to this case. Plaintiff reserves the right to modify or amend the
6 Class definition, as appropriate, during the course of this litigation.

7 226. This action has been brought and may properly be maintained on behalf
8 of the Classes proposed herein under the criteria of Rule 23 of the Federal Rules of
9 Civil Procedure.

10 227. **Numerosity – Federal Rule of Civil Procedure 23(a)(1).** The members
11 of the Class are so numerous and geographically dispersed that individual joinder of
12 all class members is impracticable. While Plaintiff is informed and believes that there
13 are thousands of Class members, the precise number of Class members is unknown to
14 Plaintiff, but may be ascertained from Honda's books and records. Class members may
15 be notified of the pendency of this action by recognized, Court-approved notice
16 dissemination methods, which may include U.S. Mail, electronic mail, Internet
17 postings, and/or published notice.

18 228. **Commonality and Predominance – Federal Rule of Civil Procedure
19 23(a)(2) and 23(b)(3).** This action involves common questions of law and fact, which
20 predominate over any questions affecting individual Class members, including,
21 without limitation:

- 22 a. whether Honda engaged in the conduct alleged herein;
- 23 b. whether Honda's alleged conduct violates applicable law;
- 24 c. whether Honda designed, advertised, marketed, distributed, leased,
25 sold, or otherwise placed the Class Vehicles into the stream of
26 commerce in the United States;
- 27 d. whether Honda misled Class members about the quality of the Class

Vehicles;

- e. whether the Class Vehicle contain the Idle Stop Defect;
 - f. whether Honda had actual or imputed knowledge about the alleged defect but failed to disclose it to Plaintiff and the other Class members;
 - g. whether Honda's omissions and concealment regarding the quality of the Class Vehicles were deceptive in violation of the consumer protection laws of Florida;
 - h. whether Honda breached its express warranty to the Class members with respect to the Class Vehicles;
 - i. whether Class members overpaid for their Class Vehicles as a result of the defect alleged herein;
 - j. whether Class members are entitled to damages, restitution, restitutionary disgorgement, equitable relief, statutory damages, exemplary damages, and/or other relief; and
 - k. the amount and nature of relief to be awarded to Plaintiff and the other Class members.

^{229.} **Typicality – Federal Rule of Civil Procedure 23(a)(3).** Plaintiff's

19 claims are typical of the other Class members' claims because Plaintiff and the other
20 Class members purchased or leased Class Vehicles. Neither Plaintiff nor the other
21 Class members would have purchased the Class Vehicles, or would have paid less for
22 the Class Vehicles, had they known of the Idle Stop Defect in the Class Vehicles.
23 Plaintiff and the other Class members suffered damages as a direct proximate result of
24 the same wrongful practices in which Honda engaged. Plaintiff's claims arise from the
25 same practices and course of conduct that give rise to the claims of the other Class
26 members.

230. Adequacy of Representation – Federal Rule of Civil Procedure

1 **23(a)(4).** Plaintiff is an adequate Class representative because his interests do not
 2 conflict with the interests of the other members of the Class that he seeks to represent,
 3 Plaintiff has retained counsel competent and experienced in complex class action
 4 litigation, and Plaintiff intends to prosecute this action vigorously. The Class's
 5 interests will be fairly and adequately protected by Plaintiff and his counsel.

6 **231. Declaratory and Injunctive Relief – Federal Rule of Civil Procedure**

7 **23(b)(2).** Honda has acted or refused to act on grounds generally applicable to Plaintiff
 8 and the other Class members, thereby making appropriate final injunctive relief and
 9 declaratory relief, as described below, with respect to the Class members as a whole.

10 **232. Superiority – Federal Rule of Civil Procedure 23(b)(3).** A class action

11 is superior to any other available means for the fair and efficient adjudication of this
 12 controversy, and no unusual difficulties are likely to be encountered in the management
 13 of this class action. The damages or other financial detriment suffered by Plaintiff and
 14 the other Class members are relatively small compared to the burden and expense that
 15 would be required to individually litigate their claims against Honda, so it would be
 16 impracticable for the Class members to individually seek redress for Honda's wrongful
 17 conduct. Even if the Class members could afford litigation the court system could not.
 18 Individualized litigation creates a potential for inconsistent or contradictory judgments,
 19 and increases the delay and expense to all parties and the court system. By contrast,
 20 the class action device presents far fewer management difficulties, and provides the
 21 benefits of single adjudication, economy of scale, and comprehensive supervision by a
 22 single court.

23 **VII. CLAIMS FOR RELIEF**

24 **COUNT 1**
 25 **VIOLATION OF THE MAGNUSON-MOSS WARRANTY ACT**
 15 U.S.C. §§ 2301, *et seq.*

26 233. Plaintiff repeats and realleges paragraphs 1-232 and paragraphs 264-290,
 27 as if fully set forth herein.

1 234. Plaintiff brings this Count individually and on behalf of the other members
2 of the Nationwide Class (the “Class,” for purposes of this Count).

3 235. This Court has jurisdiction to decide these claims brought under 15 U.S.C.
4 § 2301 by virtue of 28 U.S.C. §§ 1332(a) and (d).

5 236. Plaintiff is a “consumer” within the meaning of the Magnuson-Moss
6 Warranty Act, 15 U.S.C. § 2301(3).

7 237. Honda is a “supplier” and “warrantor” within the meaning of the
8 Magnuson Moss Warranty Act, 15 U.S.C. § 2301(4)–(5).

9 238. The Class Vehicles are “consumer products” within the meaning of the
10 Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(1).

11 239. 15 U.S.C. § 2310(d)(1) provides a cause of action for any consumer who
12 is damaged by the failure of a warrantor to comply with a written warranty.

13 240. In its New Vehicle Limited Warranty, Honda expressly warranted that it
14 would repair or replace any part that is defective in material or workmanship under
15 normal use.

16 241. Honda’s Limited Warranty is a written warranty within the meaning of
17 the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(6). The Class Vehicles’ implied
18 warranty of merchantability is covered by 15 U.S.C. § 2301(7).

19 242. With respect to Class members’ purchases or leases of the Class Vehicles,
20 the terms of Honda’s written warranty became part of the basis of the bargain between
21 Honda, on the one hand, and Plaintiff and each of the other Class members, on the
22 other.

23 243. Honda breached this warranty as described in more detail above.

24 244. At the time of sale or lease of each Class Vehicle, Honda knew, should
25 have known, or was reckless in not knowing of the Class Vehicles’ inability to perform
26 as warranted, but nonetheless failed to rectify the situation and/or disclose the defective
27 design. Under the circumstances, the remedies available under any informal settlement

1 procedure would be inadequate, and any requirement that Plaintiff and the other Class
2 members resort to an informal dispute resolution procedure and/or afford Honda a
3 reasonable opportunity to cure its breach of warranties is excused and thus deemed
4 satisfied.

5 245. The amount in controversy of Plaintiff's individual claims meets or
6 exceeds the sum of \$25. The amount in controversy in this action exceeds the sum of
7 \$50,000, exclusive of interest and costs, computed based on all claims involved in this
8 lawsuit.

9 246. As a direct and proximate result of Honda's breaches of its Limited
10 Warranty and the implied warranty of merchantability, Plaintiff and the other Class
11 members have sustained damages in an amount to be determined at trial.

12 247. Plaintiff, individually and on behalf of all the other Class members, seeks
13 all damages permitted by law, including the diminution in value of their vehicles, in an
14 amount to be proven at trial.

COUNT 2
**VIOLATIONS OF THE FLORIDA DECEPTIVE
AND UNFAIR TRADE PRACTICES ACT**
Fla. Stat. §§ 501.201, et seq.

18 248. Plaintiff repeats and realleges paragraphs 1-232, as if fully set forth herein.

19 249. Plaintiff brings this Count individually and on behalf of the other members
20 of the Florida Class (the “Class” for purposes of this claim).

21 250. The Florida Deceptive and Unfair Trade Practices Act ("FDUTPA")
22 prohibits any "[u]nfair methods of competition, unconscionable acts or practices, and
23 unfair or deceptive acts or practices in the conduct of any trade or commerce are hereby
24 declared unlawful."

25 251. By the conduct described in detail above and incorporated herein, Honda
26 engaged in unfair or deceptive acts in violation of FDUTPA

²⁷ 252. Honda's omissions regarding the Idle Stop Defect, described above are

1 material facts that a reasonable person would have considered in deciding whether or
2 not to purchase (or to pay the same price for) a Class Vehicle.

3 253. Honda's omissions regarding the Idle Stop Defect were likely to deceive
4 a consumer acting reasonably in the same circumstances as Plaintiff and the other Class
5 members.

6 254. Honda intended for Plaintiff and the other Class members to rely on
7 Honda's omissions of fact regarding the Idle Stop Defect.

8 255. Plaintiff and the other Class members justifiably acted or relied to their
9 detriment upon Honda's omissions of fact concerning the above-described Idle Stop,
10 as evidenced by Plaintiff's and the other Class members' purchase of their vehicles.

11 256. Had Honda disclosed all material information regarding the Idle Stop
12 Defect to Plaintiff and the other Class members, then they would not have purchased
13 or leased the vehicle or would have paid less to do so.

14 257. Honda's omissions deceived Plaintiff and the other Class members.

15 258. Honda acted willfully in concealing, and not disclosing, the Idle Stop
16 Defect from Plaintiff and the other Class members.

17 259. Honda's deceptive omissions constitute an independent tort, separate of
18 the breach of warranties alleged herein.

19 260. Plaintiff and the other Class members suffered ascertainable loss and
20 actual damages as a direct result of Honda's concealment of and failure to disclose the
21 Idle Stop Defect. Plaintiff and the other Class members who purchased or leased the
22 Class Vehicles would not have done so, or would have paid significantly less, if the
23 true nature of the Class Vehicles had been disclosed.

24 261. Honda's violations present a continuing risk to Plaintiff and the Class, as
25 well as to the general public. Defendant's unlawful acts and practices complained of
26 herein affect the public interest.

27 262. Plaintiff and the Class seek an award of compensatory damages, punitive
28

damages, reasonable attorneys' fees pursuant to Florida Statute section 501.201 et seq., costs, interest and any other just and proper relief available under FDUTPA.

COUNT 3
BREACH OF EXPRESS WARRANTY
Fla. Stat. §§ 672.313 and 680.21

263. Plaintiff repeats and realleges paragraphs 1-232, as if fully set forth herein.

264. Plaintiff brings this Count individually and on behalf of the other members of the Florida Class (the “Class”).

265. Honda is and was at all relevant times a “merchant” with respect to motor vehicles under Fla. Stat. § 672.104 and is a “seller” of motor vehicles under § 672.103.

266. With respect to leases, Honda is and was all relevant times a “lessor” of motor vehicles under Fla. Stat. § 680.1031.

267. The Class Vehicles are and were at all relevant times "goods" within the meaning of Fla. Stat. § 672.105 and § 680.1031.

268. In its New Vehicle Limited Warranty, Honda expressly warranted that it would repair or replace any part that is defective in material or workmanship under normal use.

269. The warranty further states that all repairs/replacements made under the warranty are free of charge.

270. Honda's New Vehicle Limited Warranty formed the basis of the bargain that was reached when Plaintiff and the other Class members purchased or leased their Class Vehicles with the Idle Stop Defect.

271. Honda breached the express warranty to repair parts defective in material or workmanship by failing to repair the Idle Stop Defect.

272. Honda has not repaired, and has been unable to repair, the Idle Stop Defect in Plaintiff's Class Vehicle or the Class Vehicles of the other Class members.

273. Honda was provided notice of the Idle Stop Defect through numerous complaints filed against it directly and through its dealers, as well as its own internal

1 engineering

2 274. Further, Plaintiff brought his vehicle into Braman Honda in 2018, during
3 his vehicle's warranty period, to have the Idle Stop Defect fixed. Honda was unable to
4 do so.

5 275. The New Vehicle Limited Warranty fails in its essential purpose because
6 the contractual remedy of repair/replacement is insufficient to make Plaintiff and the
7 other Class members whole and because Honda has failed and/or has refused to
8 adequately provide the promised remedies within a reasonable time.

9 276. Accordingly, recovery by Plaintiff and the other Class members is not
10 limited to the limited warranty of repair/replacement, and Plaintiff, individually and on
11 behalf of the other Class members, seek all remedies as allowed by law.

12 277. Also, as alleged in more detail herein, at the time that Honda warranted
13 and sold the Class Vehicles it knew that the Class Vehicles did not conform to the
14 warranty and were inherently defective, and Honda improperly concealed material
15 facts regarding its Class Vehicles. Plaintiff and the other Class members were,
16 therefore, induced to purchase or lease the Class Vehicles under false pretenses.

17 278. Moreover, much of the damage flowing from the Class Vehicles cannot
18 be resolved through the limited remedy of repairs, as those incidental and consequential
19 damages have already been suffered due to Honda's improper conduct as alleged
20 herein, and due to its failure and/or continued failure to provide such limited remedy
21 within a reasonable time, and any limitation on Plaintiff's and the other Class members'
22 remedies would be insufficient to make Plaintiff and the other Class members whole.

23 279. As a direct and proximate result of Honda's breach of express warranty,
24 Plaintiff and the other Class members have been damaged in an amount to be
25 determined at trial.

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2 **COUNT 4**
3 **BREACH OF THE IMPLIED WARRANTY OF MERCHANTABILITY**
4 **Fla. Stat. §§ 672.101, *et seq.***

5 280. Plaintiff repeats and realleges paragraphs 1-232, as if fully set forth herein.

6 281. Plaintiff brings this Count individually and on behalf of the other members
7 of the Florida Class (the “Class”).

8 282. Honda is a merchant with respect to the Class Vehicles, as that term is
9 used in Fla. Stat. § 672.104.

10 283. The Class Vehicles are goods as that term is used in Fla. Stat. § 672.105.

11 284. Plaintiff and Class members are buyers as that term is used in Fla. Stat. §
12 672.103, and Honda is a seller as that term is used in Fla. Stat. § 672.103.

13 285. Plaintiff purchased his Class Vehicle from Honda and an implied warranty
14 that the goods were merchantable arose by operation of law as part of the sale.

15 286. There is privity because Plaintiff and the other Class members’
16 dealerships were agent of Honda. Namely, upon information and belief, Honda
17 controlled the marketing and sale of the Class Vehicles, Honda set the MSRP and
18 controlled any dealership incentives which may have been available, the dealership
19 executed the purchase agreement on behalf of Honda, that the dealership acted as
20 Honda’s agent in connection with the sale, and the dealership bound Honda to
21 contractual obligations with the sale of the Class Vehicles.

22 287. Honda breached the implied warranty of merchantability in that the goods
23 were not in a merchantable condition when sold or any time thereafter and were not fit
24 for the ordinary purposes for which such goods were used, as further alleged herein.

25 288. Honda has actual knowledge of the Auto Idle Defect as alleged herein,
26 satisfying any notice requirement. Moreover, due to Honda’s failure to remedy the
27 Auto Idle Defect, any notice requirement is futile.

28 289. The New Vehicle Limited Warranty fails in its essential purpose because

1 the contractual remedy of repair/replacement is insufficient to make Plaintiff and the
2 other Class members whole and because Honda has failed and/or has refused to
3 adequately provide the promised remedies within a reasonable time. Accordingly, the
4 implied warranty of merchantability is not limited to the Limited Warranty period.

5 290. As a direct and proximate result of the Auto Idle Defect, Plaintiff has not
6 appreciated the benefit of his bargain and has suffered actual damages, as well as
7 incidental and consequential damages, in an amount to be determined at trial.

COUNT 5
FRAUDULENT CONCEALMENT/OMISSION

10 || 291. Plaintiff repeats and realleges paragraphs 1-232, as if fully set forth herein.

11 292. Plaintiff brings this Count individually and on behalf of the other members
12 of the Florida Class (the “Class”).

13 293. Honda was aware of the Idle Stop Defect when it marketed and sold the
14 Class Vehicles to Plaintiff and the other Class members.

15 294. Having been aware of the Idle Stop Defect and having known that Plaintiff
16 and the other Class members could not have reasonably been expected to know of this
17 defect, Honda had a duty to disclose the Idle Stop Defect to Plaintiff and the other Class
18 members in connection with the sale or lease of the Class Vehicles.

19 295. Further, Honda had a duty to disclose the Idle Stop Defect because
20 disclosure of the Idle Stop Defect was necessary to dispel misleading impressions about
21 the Class Vehicles' safety that were or might have been created by partial
22 representation of the facts. Specifically, Honda promoted, through its advertisements
23 available to all Class members, that the vehicles were safe. Honda also disclosed
24 information concerning the Class Vehicles in window stickers associated with the Class
25 Vehicles, without disclosing that these vehicles contained the Idle Stop Defect.

26 296. Honda did not disclose the Idle Stop Defect to Plaintiff and the other Class
27 members in connection with the sale or lease of the Class Vehicles.

297. For the reasons set forth above, the Idle Stop Defect comprises material

1 information with respect to the sale or lease of the Class Vehicles.

2 298. In purchasing or leasing the Class Vehicles, Plaintiff and the other Class
3 members reasonably relied on Honda to disclose known material defects with respect
4 to the Class Vehicles. Had Plaintiff and the other Class members known of the Idle
5 Stop within the Class Vehicles, they would have not purchased the Class Vehicles or
6 would have paid less for the Class Vehicles.

7 299. Honda's deceptive omissions constitute an independent tort, separate of
8 the breach of warranties alleged herein.

9 300. Through its omissions regarding the Idle Stop Defect within the Class
10 Vehicles, Honda intended to induce, and did induce, Plaintiff and the other Class
11 members to purchase or lease a Class Vehicle that they otherwise would not have
12 purchased, or to pay more for a Class Vehicle than they otherwise would have paid.

13 301. As a direct and proximate result of Honda's omissions, Plaintiff and the
14 other Class members either paid too much for the Class Vehicles or would not have
15 purchased the Class Vehicles if the Idle Stop Defect had been disclosed to them, and,
16 therefore, have incurred damages in an amount to be determined at trial.

17 **COUNT 6**
18 **UNJUST ENRICHMENT**

19 302. Plaintiff repeats and realleges paragraphs 1-232, as if fully set forth herein.

20 303. Plaintiff brings this Count individually and on behalf of the other members
21 of the Florida Class (the "Class").

22 304. Honda has benefitted from selling and leasing at an unjust profit defective
23 Class Vehicles that had artificially inflated prices due to Honda's concealment of the
24 Idle Stop Defect, and Plaintiff and the other members of the Class have overpaid for
25 these vehicles.

26 305. Honda has received and retained unjust benefits from Plaintiff and the
27 other members of the Class, and inequity has resulted.

28 306. It is inequitable and unconscionable for Honda to retain these benefits.

307. Because Honda concealed its fraud and deception, Plaintiff and the other members of the Class were not aware of the true facts concerning the Class Vehicles and did not benefit from Honda's misconduct.

308. Honda knowingly accepted the unjust benefits of its wrongful conduct.

309. As a result of Honda's misconduct, the amount of its unjust enrichment should be disgorged and returned to Plaintiff and the other members of the Class in an amount to be proven at trial.

REQUEST FOR RELIEF

WHEREFORE, Plaintiff, individually and on behalf of the other Class members, respectfully requests that the Court enter judgment in his favor and against Defendants, Honda Motor Company Limited and American Honda Motor Co., Inc., as follows:

1. Declaring that this action is a proper class action, certifying the Florida and Nationwide Classes as requested herein, designating Plaintiff as Class Representative, and appointing Plaintiff's attorneys as Class Counsel;
 2. Ordering Honda to pay actual and statutory damages (including punitive damages) and restitution by way of judgment to Plaintiff and the other Class members, as allowable by law;
 3. Ordering Honda to pay both pre- and post-judgment interest on any amounts awarded;
 4. Ordering Honda to pay attorneys' fees and costs of suit; and
 5. Ordering such other and further relief as may be just and proper.

JURY DEMAND

Plaintiff hereby demands a trial by jury on all claims so triable.

1 DATED: June 21, 2022

Respectfully submitted,

2 /s/ C. Moze Cowper

3 C. Moze Cowper (Bar No. 326614)

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* *pro hac vice* motions to be filed